

<b>Work Breakdown Structure Tasks</b>		
<b>1.1</b>	<b>Project Management and Program Support</b>	
1.1.1	Project Management Planning	
1.1.1.1	Assist with Post-award Orientation, as stated in FAR 42.501, to review all aspects of the contract with the government and the services integration staff that will perform the work.	
1.1.1.2	Document the AOCS, FPDS-NG and USASpending Project Management Plan (PMP) and deliver: Initial document with Technical Proposal, Revised Version – 30 calendar days after contract award, Final Version – 60 calendar days after award.	
1.1.1.2.1	As a minimum standard, describe in the AOCS, FPDS-NG and USASpending PMP the Project Management methodology, the Systems Development Life Cycle (SDLC) Methodology, identify the offeror's Capability Maturity Model Integration (CMMI) level, assist the PMO in defining the program staffing structure and personnel, provide roles and responsibility clarification, and document the project management processes in the context for how the project will be managed. The plan shall address: schedule and cost management using earned value management, scope management (i.e. system change control), issue management and escalation, risk management, information distribution, program toolset, status reporting, and payment schedule information.	
1.1.1.2.2	Establish methodology, audience, and frequency to collect user feedback and satisfaction regarding service areas and make results available via the project website. Document in project management plan.	
1.1.1.2.3	Maintain AOCS, FPDS-NG and USASpending PMP and make accessible to the Government on the project website.	
1.1.1.2.4	Produce an updated AOCS, FPDS-NG and USASpending PMP in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum update annually (changes identified in document) and submit to the Government PMO for approval.	
1.1.1.3	Establish project website for project artifacts and other needs as stated in these requirements within 30 calendar days after award. Maintain and update the website throughout the performance of this contract.	
1.1.1.4	Provide a Performance Measurement Baseline (PMB) that identifies all the deliverables and work packages and their delivery schedule, which may then be incorporated as part of the contract via modification. See FAR 34.202. <u>[Optional]</u>	
1.1.1.5	Provide and maintain an integrated project schedule (.mpp file) that is organized by deliverable and outlines how all work packages will be accomplished. The project activity will be resource-loaded, and clearly show contractor and government involvement.	
1.1.1.6	Provide a 100% dedicated program manager to facilitate successful planning, management, implementation, and sustainment.	
1.1.1.7	<u>Provide a 100% dedicated technical lead to facilitate successful planning, management, implementation, and sustainment.</u>	
1.1.1.8	Provide CMMI level 3 or higher processes for performance of services. The offeror must have attained CMMI level 3 at the time of	

	proposal submission.
4.1.1.81.1.1.9	Assign Certified Project Managers to monitor project activity and report to the PMO.
4.1.1.91.1.1.10	Assist PMO in drafting technical specifications to support software development.
4.1.1.101.1.1.11	Support PMO in documenting the AOCS, FPDS-NG and USASpending Risk Management Plan (and associated risk tracking) and deliver: Initial document with Technical Proposal.
4.1.1.101.1.1.11.1	Maintain the Risk Management Plan (and associated risk tracking) with quarterly updates and make accessible to the Government on the project website.
4.1.1.111.1.1.12	Support IAE PMO in documenting the AOCS, FPDS-NG and USASpending Communications Plan and deliver: Draft due 60 calendar days after contract award, Revised Version due 90 calendar days after award, Final Version due 120 calendar days after award.
4.1.1.111.1.1.12.1	Support PMO in the dissemination of information to agencies System Administrators, user community, and contract writing system owners.
4.1.1.111.1.1.12.2	<p>[As per Modification PS17, items will remain referenced in the PWS as part of the contract scope. However, no services/deliverables will be provided to the Government. The Government reserves the right to request pricing separately for these services/deliverables in order for the contractor to complete these tasks]</p> <p>Maintain the Communications Plan and make accessible to the Government on the project website.</p> <ul style="list-style-type: none"> <li>• Maintain the Communications Plan to support SAM Phase 2a (eSRS/FSRS/CFDA) and make accessible to the Government on the project website.</li> <li>• Maintain the Communications Plan to support SAM Phase 2b (FBO/WDOL) and make accessible to the Government on the project website.</li> <li>• Maintain the Communications Plan to support SAM Phase 3 (FPDS) and make accessible to the Government on the project website.</li> <li>• Maintain the Communications Plan to support SAM Phase 4 (PPIRS/past performance systems) and make accessible to the Government on the project website.</li> </ul>
4.1.1.111.1.1.12.3	<p>[As per Modification PS17, items will remain referenced in the PWS as part of the contract scope. However, no services/deliverables will be provided to the Government. The Government reserves the right to request pricing separately for these services/deliverables in order for the contractor to complete these tasks]</p> <p>Assist PMO in updating Communications Plan in accordance with Release/Version and Service Release impacts (if applicable) or as required, but at a minimum update annually and submit to the PMO for approval.</p> <ul style="list-style-type: none"> <li>• Assist PMO in updating Communications Plan in support of SAM Phase 2a (eSRS/FSRS/CFDA)</li> <li>• Assist PMO in updating Communications Plan in support of SAM Phase 2b (FBO/WDOL)</li> <li>• Assist PMO in updating Communications Plan in support of SAM Phase 3 (FPDS)</li> <li>• Assist PMO in updating Communications Plan in support of</li> </ul>

SAM Phase 4 (PIRS)	
1.1.1.11.4	<del>Define and document the USASpending Communications Plan and deliver: Draft – 15 calendar days after contract award, Revised Version – 30 calendar days after award, Final Version – 45 calendar days after award.</del>
1.1.1.121.1.1.13	<del>Provide Assist IAE PMO in developing a process to disseminate information to agencies to numerous and varied audiences to include but not limited to Senior Procurement Executives, Congress, Agency Heads, System Administrators, user community, and contract writing system owners.</del>
1.1.1.131.1.1.14	<del>Maintain the Communications Plan and make accessible to the government on the project website.</del>
1.1.1.141.1.1.15	<del>Produce an updated Communications Plan in accordance with Release/Version and Service. Release impacts (if applicable) or as required, but at a minimum update annually and submit to the Government PMO for approval.</del>
1.1.1.151.1.1.16	<del>[Optional as per Modification PS09]</del> Provide and implement an Information Technology Infrastructure Library (ITIL) based Information Technology Service Management (ITSM) framework to satisfy IAE requirements for Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement applicable to the tasks (e.g. Project Management, Maintenance, Enterprise Architecture, Transition, Migration, Systems Engineering, Security, Phase-out) within this contract. This is to be used with the CMMI.
1.1.1.161.1.1.17	<del>[Optional as per Modification PS09]</del> Review the software licenses associated with FPDS-NG and (1) determine if all licenses are clear of any infringements and/or restrictions; (2) determine that there are not duplicative license; (3) identify license version, and (4) highlight any potential issues with license use in an open source methodology and environment. The final report shall identify all licenses reviewed and the findings for each. Deliver FPDS License/Title Search Draft Report and a Final Report in accordance with planned dates in the project management plan and schedule.
1.1.1.171.1.1.18	<del>[Optional as per Modification PS09]</del> Review the software licenses associated with other IAE applications and (1) determine if all licenses are clear of any infringements and/or restrictions; (2) determine that there are not duplicative license; (3) identify license version, and (4) highlight any potential issues with license use in an open source methodology and environment. The final report shall identify all licenses reviewed and the findings for each. Deliver License/Title Search Draft Report and a Final Report for each system in accordance with planned dates in the project management plan and schedule.
1.1.1.19	Review the software licenses associated with USASpending and other USASpending applications and (1) determine if all licenses are clear of any infringements and/or restrictions; (2) determine that there are not duplicative license; (3) identify license version, and (4) highlight any potential issues with license use in an open source methodology and environment. The final report shall identify all licenses reviewed and the findings for each. Deliver USASpending License/Title Search Draft Report and a Final Report in accordance with planned dates in the project management plan and schedule.
1.1.2	Earned Value Management (Removed through Mod 29)
1.1.2.1	<del>Measure all project activity for schedule and cost performance using Earned Value Management best practices. See H-5.</del>

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1.1.2.2	<del>Provide an Earned Value Management system (see Section H.5)</del>
1.1.2.3	<del>Define and document earned value processes within the IAE Service Integration PMP.</del>
1.1.2.4	<p><del>Apply earned value metrics to the Work Breakdown Structure (WBS) at a predetermined control account level of 2. The WBS and the Performance Measurement Baseline shall be in alignment.</del></p> <p>[Optional as per Modification PS17] As required. Apply earned value metrics to the work breakdown structure (WBS) at a predetermined control account level. The predetermined account level is Level 7.]</p>
1.1.3	PMO Support for External Reporting
1.1.3.1	Provide administrative support for PMO's reporting requirements, as necessary. Usually monthly or quarterly basis, occasionally on demand.
1.1.4	System Performance Reporting
1.1.4.1	Establish system performance reporting processes that make service level targets easily traceable, have the ability to adapt to changes in the metrics for continuous improvement, and provide transparency to the reporting of the metrics on a present and historical basis. <u>The Government reserves the right to review the daily O&amp;M procedure by meeting with O&amp;M team or visiting the hosting facility.</u>
1.1.4.2	Status Reporting
1.1.4.2.1	<p>Support PMO administratively, as required, in Project Reviews at the IRB meetings held biweekly. Topics will include:</p> <ul style="list-style-type: none"> <li>• Presentation of items that have potential to impact project</li> <li>• Schedule status, along with issues and risks associated with meeting schedule milestones.</li> </ul> <p><u>[Optional as per Modification PS 17]</u></p>
1.1.4.2.2	Provide administrative support and participate in PMO Project Meetings and provide schedule status along with issues/risks in meeting project schedule milestones.
1.1.4.2.3	Provide Monthly Steward Report that reports status and planning information pertaining to schedule and cost performance, issues, risks, release schedule, and services delivery performance metrics.
1.1.4.3	Deleted Per Modification PS14
1.1.4.3.1	Deleted Per Modification PS14
1.1.4.4	Services Delivery Performance Metrics
1.1.4.4.1	<p>The Contractor shall provide performance monitoring and evaluation reports on a monthly basis, and shall provide a year-to-date summary report provided by a roll-up of monthly reports.</p> <p>The Contractor's Quality Control Plan (QCP) shall identify, as a minimum, the Service Level Agreements (SLAs) metrics, and when and how they shall be measured. The Government reserves the right to adjust or suspend the SLA performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the performance period. Any adjustment, suspension, and/or addition shall be in collaboration with the Contractor and with sufficient notice for change management.</p>
1.1.4.4.2	Project Management – The PMP shall provide with the

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	Technical proposal performance metrics that include the following. The AOCS <u>contractor</u> may propose additional measures.
1.1.4.4.2.1	Schedule (Milestone) Timeliness
1.1.4.4.2.2	Deliverables Timeliness
<del>1.1.4.4.2.3</del>	<del>Earned Value Management (Cumulative)(Optional)</del>
<del>1.1.4.4.2.4</del>	<del>1.1.4.4.2.3 Systems Development Life Cycle (SDLC) Compliance with GSA OCIO SDLC guidance.</del>
1.1.4.4.3	Configuration Management – The Configuration Management Plan shall provide with the Technical proposal performance metrics that include the following. The AOCS, <u>FPDS-NG and USASpending contractor</u> may propose additional measures.
1.1.4.4.3.1	Defect closure rate
1.1.4.4.3.2	Percentage of defect that are fixed according to the timeline
1.1.4.4.3.3	Aging of software problems
1.1.4.4.3.4	CR closure rate
1.1.4.4.3.5	Aging of CRs
1.1.4.4.3.6	Change/Defect response time
1.1.4.4.3.7	Release/Version count per year
1.1.4.4.4	Quality Control – The Quality Control Plan shall provide with the Technical proposal performance metrics that include the following. The AOCS, <u>FPDS-NG and USASpending contractor</u> may propose additional measures.
1.1.4.4.4.1	Product Reliability – volume of software problems by month
1.1.4.4.4.2	Quality of Test Environment and Test Procedures and documentation
1.1.4.4.5	Data Management Services Standard Operating Procedures (SOP) shall provide metrics that include the following. The AOCS, <u>FPDS-NG and USASpending contractor</u> may propose additional measures.
1.1.4.4.5.1	Speed of closure upon escalation to Tier 2
1.1.4.4.5.2	Propose Closure Rate for Open Tickets at Tier 2
1.1.4.4.5.3	Count of open tickets at Tier 2 and 3
1.1.4.4.5.4	Proposed Service Level Agreement (SLA) for SPRs and CRs
1.1.4.4.5.5	Customer Satisfaction Survey – Optional [This is managed by Tier 1 contractor and only provides feedback for help desk agent]
1.1.4.4.6	Deleted Per Modification PS14
1.1.4.4.6.1	Deleted Per Modification PS14
1.1.4.4.7	Data Management
1.1.4.4.7.1	Error rate of data-reporting shall not be more than

3%	
1.1.4.5	Enterprise Architecture – The IAE document shall provide with the Technical proposal performance metrics that include the following. The <u>AOCS, FPDS-NG and USASpending contractor</u> may propose additional measures.
1.1.4.5.1	Deleted Per Modification PS14
1.1.4.5.2	Percentage of projects architecture aligned, and a comparison of the project success based on time, money and deliverable success between these and non-compliant projects.
1.1.4.5.3	The amount of elapsed time and effort to implement changes or new business offerings (a trend that can be tracked over time).
1.1.4.5.4	Percentage of strategic capabilities that have been realized (capabilities that are described in the blueprints)
1.1.4.5.5	Percentage of enterprise architectural assets and component reuse.
1.1.4.5.6	Number of data redundancies reduced – duplication of data avoided.
1.1.4.5.7	Number of databases reduced.
1.1.4.5.8	Number of web sites supported – the fewer the better.
1.1.4.5.9	Percentage of heterogeneous system environments migrated to a homogenous system environment (i.e., programming languages, web services, operating system types, web server products, database products)
<b>1.2 Environment Management/Customer Relations/Operations and Maintenance of Transitioned/Migrated Applications</b>	
1.2.1	System and Data Management
1.2.1.1	Provide support in drafting Tier 2 and 3 Help Desk and Data Management Services SOP that include service level agreement and performance measures for data management requests.
1.2.1.2	Provide the capability to perform system-wide data corrections or updates. (e.g., North American Industry Classification System (NAICS) code changes for Identification Delivery Vehicle (IDV) that also impacts task orders against the IDV.)
1.2.2	System and Performance Monitoring
1.2.2.1	Manage end-to-end performance of the IAE services environment.
1.2.2.2	Provide Operations and Maintenance of the IAE services integrated environment.
1.2.2.3	Ensure high-end durability of the IAE services environment (i.e. system design with quality equipment and complete fail-over capability).
1.2.2.4	Responsible for data base management, administration and performance.
1.2.2.5	Monitor and maintain that all URL links and their application components for the integrated services environment are accessible, accurate and working.
1.2.2.6	System downtime (defined as the system is not accessible & operable by the user) will not exceed 8 12 hours per 12-month period (approx. 99.8% up time) exclusive of scheduled down time. Scheduled down time may occur not more frequently than twice each month for a time period of up to 24 hours (noon Saturday to noon Sunday)
1.2.2.7	Provide Operations and Maintenance of <u>USASpending</u> .

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1.2.2.7.1	<u>Maintain current infrastructure and environment to include, but not limited to, database access, query processing, data downloads and feeds, and data aggregation displays for both prime awards and subaward reporting. Provide regular website maintenance (error fixes) and any new updates to the website. Create release documents which should include but not limited to, the appropriate release version number, number of items to be fixed, identification of each item as an error fix or new functionality, provide details (date, name, agency, etc.) as to the source of error fix, criticality of implementing (high, medium or low), and amount of time needed to implement</u>
1.2.2.7.2	<u>Maintain capability for the public to view data for contracts, grants, loans, and other types of spending (insurance and direct benefits) across the Federal government with many views filtering, sorting or searching the data. The website also includes the capability to show sub-contract award data and Sub-grant data.</u>
1.2.2.7.3	<u>Maintain and provide for daily refresh of data from the USASpending sources identified in Item #2, Interfaces wWith Data Sources below.</u>
1.2.2.7.4	<u>Update and maintain all documents, Frequently Asked Questions, data dictionaries, and all other data and information currently provided on USASpending.gov.</u>
1.2.2.7.5	<u>Maintain the website design, website code, database structure, other related application codes, and make use of security tools which will allow the data integrity to not be impacted.</u>
1.2.2.7.6	<u>Maintain interfaces with current data sources. The data sources are:</u> <ul style="list-style-type: none"> <li>• <u>FPDS-NG (Federal Procurement Data System – Next Generation)),</u></li> <li>• <u>DSVT (Data Submission and Validation Tool) in FAADS+ format</u></li> <li>• <u>Smart Pay,</u></li> <li>• <u>D&amp;B (Dun &amp; Bradstreet),</u></li> <li>• <u>CFDA (Catalog of Federal Domestic Assistance), and</u></li> <li>• <u>FFATA Sub-award Reporting System (FSRS).</u></li> <li>• <u>SAM (System For Award Management)</u></li> </ul>
1.2.2.7.7	<u>Also maintain the interface with the Small Business Dash Board.</u>
1.2.2.7.8	<u>Provide required service to accomplish implementing and supporting monthly service packs, emergency fixes and critical patches in accordance with established procedures, and Release Versioning. Depending on the complexity, no less than six software problem reports (SPR) shall be included in each monthly service pack.</u>
1.2.2.7.9	<u>Maintain the DSVT for the online submission of grants, loans, direct payment and other forms of federal assistance. The DSVT website URL is <a href="http://ffatadata.USASpending.gov">http://ffatadata.USASpending.gov</a>. Data is submitted in the FAADS Plus Format. The government owns all current data and all future data that is reported through the DSVT and displayed on USASpending.gov.</u>
1.2.2.7.10	<u>Provide technical support to agency staff for integration with the DSVT. Technical support includes but not limited to: adding new agency accounts; update existing agency accounts; provide testing guidance; and maintain and update the DSVT user</u>

	<u>account list and send Change Management Notices to the User Account list as appropriate. Also maintain the DSVT alpha site for data submission testing.</u>
<u>1.2.2.7.11</u>	<u>Maintain the capability to export data located on USASpending.gov in the following formats:</u> <ul style="list-style-type: none"> <li>• <u>CSV</u></li> <li>• <u>TSV</u></li> <li>• <u>XML</u></li> <li>• <u>ATOM</u></li> </ul>
<u>1.2.2.7.12</u>	<u>Maintain all current data displays, including charts, graphs and data aggregation for each query.</u>
<u>1.2.2.7.13</u>	<u>Maintain and update the Small Business Dash Board. The Small Business Dash Board website displays information about federal contracts awarded to small business and is a subset of the information available on USASpending.gov. Provide regular website maintenance (error fixes) and any new updates to the website. The URL for the dashboard is <a href="http://smallbusiness.data.gov">http://smallbusiness.data.gov</a>.</u>
<u>1.2.2.7.14</u>	<u>Update and maintain all system documentation including but not limited to: user manual, data dictionary; reports, validation rules, system error messages, search/export criteria; system specification documents; system back up plans; system database design documents; security plans; quality control plans, etc to reflect any changes made to the USASpending.gov software.</u>
<u>1.2.2.7.15</u>	<u>Provide hosting services for USASpending, the DSVT Tool and the Small Business Dash Board. Environments include production, test, backup and recovery, and all associated data bases. The recovery site shall be in a location at minimum of 350 miles from the primary hosting site. Update and maintain all data bases (production, test, recovery) etc.</u>
<u>1.2.2.7.16</u>	<u>Any website, application, database, software, Operating System (OS) maintenance, patch, update, release, etc. shall continually ensure that the website pages load in less than ten seconds.</u>
<u>1.2.2.7.17</u>	<u>Provide a service level of 99.8 percent (8 hours per 12 month period of unscheduled down time) of time network services are available to the users.</u>
<u>1.2.2.7.18</u>	<u>The contractor shall develop and implement a data quality and data management plan. The plan shall address anomaly reports and other tools the contractor will use to ensure USASpending data accuracy. Other steps may include but not limited to check the source systems, timing and related areas for any data quality issues, where data is missing, incorrectly reported, incomplete, etc., from being reported on USASpending.gov. This should be done as much as possible and any data quality issues are to be reported to the PM/COTR/TPOC.</u>
<u>1.2.2.8</u>	<u>USASPENDING Service Levels</u>
<u>1.2.2.8.1</u>	<u>System downtime (defined as the system is not accessible and operable by the user), will not exceed 8 hours per 12-month period (approximately 99.8% up time) exclusive of scheduled down time. Scheduled down time may occur not more frequently than once each month for a time period of up to 24 hours (noon Saturday to noon Sunday) with no scheduled down time during the month of September.</u>



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<del>1.2.2.7.1</del> 1.2.2.8.2	<u>Process every real-time data input transaction within one second allowing for peaks of at least 100 transactions per second.</u>
<del>1.2.2.7.1</del> 1.2.2.8.3	<u>Present a screen to users within 5 seconds</u>
<del>1.2.2.7.1</del> 1.2.2.8.4	<u>Provide capability to return online standard reports within 10 seconds exclusive of network transit time.</u>
<del>1.2.2.7.1</del> 1.2.2.8.5	<u>Return on-line searches within 10 seconds, exclusive of network transit time.</u>
<del>1.2.2.7.1</del> 1.2.2.8.6	<u>Changes to the technical environment which may negatively impact data submission and/or reporting shall not be implemented between July and October.</u>
<del>1.2.2.7.1</del> 1.2.2.8.7	<u>Deny ad-hoc queries and reports that would run longer than 10 minutes.</u>
<del>1.2.2.7.1</del> 1.2.2.8.8	<u>Initiate processing of every batch file (in systems that perform batch file processing) within one minute.</u>
<del>1.2.2.7.1</del> 1.2.2.8.9	<u>Process batches at not less than 10 transactions per second.</u>
<del>1.2.2.7.1</del> 1.2.2.9	<u>FPDS Service Levels</u>
<del>1.2.2.7.1</del> 1.2.2.9.1	<u>System downtime (defined as the system is not accessible and operable by the user), will not exceed 8 hours per 12-month period (approximately 99.98% up time) exclusive of scheduled down time. Scheduled down time may occur not more frequently than once each month for a time period of up to 24 hours (noon Saturday to noon Sunday) with no scheduled down time during the month of September.</u>
<del>1.2.2.7.1</del> 1.2.2.9.2	<u>Process every real-time data input transaction within one second allowing for peaks of at least 100 transactions per second.</u>
<del>1.2.2.7.1</del> 1.2.2.9.3	<u>Present a screen to users within 5 seconds</u>
<del>1.2.2.7.1</del> 1.2.2.9.4	<u>Provide capability to return online standard reports within 10 seconds exclusive of network transit time.</u>
<del>1.2.2.7.1</del> 1.2.2.9.5	<u>For all reports, standard and ad hoc, that are less than 10,000 lines and there are no time-outs.</u>
<del>1.2.2.7.1</del> 1.2.2.9.6	<u>For all reports, standard and ad hoc, over than 10,000 lines the time-out rate is not more than 5%.</u>
<del>1.2.2.7.1</del> 1.2.2.9.7	<u>Changes to the technical environment which may negatively impact data submission and/or reporting shall not be implemented between July and October.</u>
<del>1.2.2.7.1</del> 1.2.2.9.8	<u>Support input user community size of approximately 200,000. Present users of the system include: Federal/State/Local Government, Public, Congress, Educational, Press, and Industry.</u>
<del>1.2.2.7.1</del> 1.2.2.9.9	<u>Support up to 250,000 registered users.</u>
<del>1.2.2.7.1</del> 1.2.2.9.10	<u>Support up to 1,500 concurrent users.</u>
<del>1.2.2.7.1</del> 1.2.2.9.11	<u>Store over 2 million contract actions per year.</u>
<del>1.2.2.7.1</del> 1.2.2.9.12	<u>Permanently store all historical data on-line so that it is available to all users. This is about 30 years of procurement data and any related reference data. Current system houses records 1980 to Present.</u>

1.2.2.81.2.2.10	CCR Service Levels
1.2.2.8.41.2.2.10.1	<p>Network services are available to the user community 99.5 percent of time. This performance indicator applies to the CCR Web</p> <p>Availability, CCR Tools Application, CCR XML Application, and Batch Extracts Available to user community. Availability is calculated on an up time basis. The applications are considered unavailable if they are not operational for access by external users or they are not current to the day. Contractor provided by automated tools. Results will be validated by system logs and End-User. The application availability calculations will exclude downtime resulting from authorized outages.</p>
1.2.2.8.21.2.2.10.2	<p>Application services are available to the user community 99.5 percent of time. This performance indicator applies to the FedReg web.</p> <p>Availability is calculated on an up time basis. The applications are considered unavailable if they are not operational for access by external users or they are not current to the day. Contractor provided by automated tools. Results will be validated by system logs and End-User. The application availability calculations will exclude downtime resulting from authorized outages.</p>
1.2.2.8.31.2.2.10.3	<p>Application services are available to the user community 99.5 percent of time. This performance indicator applies to the Authentication Application.</p> <p>Availability is calculated on an up time basis. The applications are considered unavailable if they are not operational for access by external users or they are not current to the day. Contractor provided by automated tools. Results will be validated by system logs and End-User. The application availability calculations will exclude downtime resulting from authorized outages.</p>
1.2.2.8.41.2.2.10.4	<p>Application services are available to the user community 99.5 percent of time. This performance indicator applies to the Database update Application.</p> <p>Availability is calculated on an up time basis. The applications are considered unavailable if they are not operational for access by external users or they are not current to the day. Contractor provided by automated tools. Results will be validated by system logs and End-User. The application availability calculations will exclude downtime resulting from authorized outages.</p>
1.2.2.8.51.2.2.10.5	<p>Website available to the user community 99.5 percent of time.</p>
1.2.2.8.61.2.2.10.6	<p>Maintenance Actions taken to insure the orderly operations of the system. This performance indicator applies to the performance of Daily Maintenance Actions, Weekly Maintenance Actions, Monthly Maintenance Actions, Quarterly Maintenance Actions, and Yearly Maintenance Actions. The target is 97%.</p> <p>Contractor shall provide monthly logs. Contractor shall sign and date checklists upon the completion of each scheduled</p>

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		maintenance action. Results will be validated by End-User.
<del>1.2.2.8.71</del>	<del>1.2.2.10.7</del>	The contractor's ability to meet completion dates in a timely and accurate manner as measured against agreed to project plans and project requirement statements. The target is 90% of results against projected and scheduled completion dates.
<del>1.2.2.8.81</del>	<del>1.2.2.10.8</del>	The contractor's ability to maintain costs as measured against mutually agreed to projections. The target is 10% variance of projected vs. actual costs
<del>1.2.2.91</del>	<del>1.2.2.11</del>	ORCA Existing System Service Levels
<del>1.2.2.9.11</del>	<del>1.2.2.11.1</del>	Number of users, the system should be able to accommodate no less than 100,000 registered users.
<del>1.2.2.9.21</del>	<del>1.2.2.11.2</del>	Number of hits / searches for ORCA business service, the system should be able to accommodate at a minimum per month: ORCA – 70,000.
<del>1.2.2.9.31</del>	<del>1.2.2.11.3</del>	Number of Eligible Records for ORCA business service, the database should be able to support a minimum number of records: ORCA – 100,000.
<del>1.2.2.101</del>	<del>1.2.2.12</del>	EPLS Service Levels
<del>1.2.2.10.11</del>	<del>1.2.2.12.1</del>	Provide on-line searches within 5 seconds, exclusive of network transit time.
<del>1.2.2.10.21</del>	<del>1.2.2.12.2</del>	Site is available 24/7.
<del>1.2.2.10.31</del>	<del>1.2.2.12.3</del>	Support up to 60-70 concurrent debarment users.
<del>1.2.2.10.41</del>	<del>1.2.2.12.4</del>	Store and archive over 200,000 total records per year.
<del>1.2.2.10.51</del>	<del>1.2.2.12.5</del>	Store and process over 10,000 new records per month.
<del>1.2.2.10.61</del>	<del>1.2.2.12.6</del>	Store and process over 100 documents (i.e. MS Word, MS Excel, XML) per year.
<del>1.2.2.10.71</del>	<del>1.2.2.12.7</del>	Process each real-time data transaction within two seconds.
<del>1.2.2.10.81</del>	<del>1.2.2.12.8</del>	Return on-line standard and/or ad hoc reports within 5 seconds exclusive of network transit time.
<del>1.2.2.10.91</del>	<del>1.2.2.12.9</del>	Return on-line searches within 5 seconds exclusive of network transit time.
<del>1.2.2.10.101</del>	<del>1.2.2.12.10</del>	Support 500,000+ page hits per day.
<del>1.2.2.10.111</del>	<del>1.2.2.12.11</del>	Number of users the system should be able to accommodate no less than 150-200 registered users
<del>1.2.2.111</del>	<del>1.2.2.13</del>	eSRS Service Levels
<del>1.2.2.11.11</del>	<del>1.2.2.13.1</del>	99.0 percent System Availability
<del>1.2.2.11.21</del>	<del>1.2.2.13.2</del>	Support a minimum of 20,000 users per month
<del>1.2.2.11.31</del>	<del>1.2.2.13.3</del>	Support a minimum of 3, 000,000 hits/searches per month
<del>1.2.2.11.41</del>	<del>1.2.2.13.4</del>	Support a minimum of 50,000 total eligible records per month

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<del>4.2.2.12</del> 1.2.2.14 FBO/FedTeds Service Levels	
<del>4.2.2.12.11</del> 1.2.2.14.1	100.0 percent System Availability
<del>4.2.2.12.21</del> 1.2.2.14.2	Support a minimum of 300,000 users per month
<del>4.2.2.12.31</del> 1.2.2.14.3	Support a minimum of 2, 000,000 hits/searches per month
<del>4.2.2.12.41</del> 1.2.2.14.4	Support a minimum of 60,000 total active and archived postings per month
<del>4.2.2.13</del> 1.2.2.15 WDOL Service Levels	
<del>4.2.2.13.11</del> 1.2.2.15.1	100.0 percent System Availability
<del>4.2.2.13.21</del> 1.2.2.15.2	Support a minimum of 70,000 users per month
<del>4.2.2.13.31</del> 1.2.2.15.3	Support a minimum of 100,000 hits/searches per month
<del>4.2.2.13.41</del> 1.2.2.15.4	Support a minimum of 100,000 total eligible records per month
1.2.3 Data_Quality_Monitoring_and_Control	
1.2.3.1	Document the AOCS, FPDS-NG and USASpending Data Quality Plan and deliver: <del>Initial document with Technical Proposal, Revised Version due 60 calendar days after contract award</del> , Final Version due <del>120</del> 90 calendar days after award.
1.2.3.1.1	Maintain AOCS-, FPDS-NG and USASpending Data Quality Plan and make accessible to the Government on the project website.
1.2.3.1.2	Assist the PMO in updating AOCS , FPDS-NG and USASpending Data Quality Plan in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum update annually (changes identified in document) and submit to the PMO for approval.
1.2.3.2	Monitor the IAE environment to proactively identify data accuracy and quality related problems.
1.2.3.3	FPDS Data Quality Report
1.2.3.3.1	Assist in producing a Data Quality Report within the Federal Procurement Data System (FPDS) that meets the requirements of the annual guidance issued by the Office of Management and Budget (OMB) Office of Federal Procurement Policy (OFPP) on Acquisition Data Quality (data verification and validation).This report shall have the capability to provide a statistically valid sample for use in evaluating and testing the accuracy and quality of the database contents of FPDS by means of statistically valid analysis, which will withstand the scrutiny of professional statisticians external to the Government workforce.
1.2.3.3.2	Assist PMO in refining functional requirements for the Data Quality Report in accordance with annual OFPP guidance that will: (1) be web-accessible to all federal agencies that enter acquisition data into FPDS, (2) set the criteria for the statistical sample and the level of statistical confidence, (3) generate the statistical sample to be reviewed for accuracy by each federal agency that transmits acquisition data to FPDS.
1.2.4 Customer Relationship Management	

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1.2.4.1	Provide agency liaison support (functional, between agency functional and technical) to government agencies (as designated by PMO) for coordination and proposed resolution of agency level issues throughout the life of the contract. There are 25 Chief Financial Officers and numerous other government entities, each with different multiple integration points, most systems within the IAE portfolio, and other government-wide systems.
1.2.4.2	Support GSA PMO engagement to proactively work with the agencies to perform triage and anticipation of related issues the agencies may be facing.
1.2.4.3	Document proposed approach in the AOCS-, FPDS-NG and USASpending PMP for how customer relationship will be performed and how the PMO will be kept informed.
1.2.4.4	Deleted Per Modification PS14
1.2.5	Training
	Training requirements for IAE applications addressed as optional tasks will be defined at the time the options are exercised.
1.2.5.1	<p>Provide web-based training and computer-based training throughout the federal government and at multiple locations for each application. The training – may include the following subtasks:</p> <ul style="list-style-type: none"> <li>• Provide training to include Agency System Administration, Data Entry, Standard Reporting, and Advanced (Ad Hoc) Reporting.</li> <li>• Provide web-based training throughout the federal government and at multiple locations for each application.</li> <li>• Provide classroom training throughout the federal government and at multiple locations for each application.</li> </ul>
1.2.5.1.1	Present training content using federal procurement lexicon.
1.2.5.2	Provide Training Plan that documents the training alternatives, description of curriculum, organizational approach, assumptions/constraints, and the groups of users to be trained, the location of the training, the frequency/schedule, and feedback mechanisms for continuous improvement. Training design and delivery shall utilize government contracting lexicon. Final Version due 120 calendar days after award.
1.2.5.2.1	Maintain the training plan and training materials. Produce revised training plan and training materials in accordance with Release/Version and Service Release impacts, but at a minimum revise annually and submit to the PMO for approval.
1.2.5.3	Provide and maintain FAQ on web site in accordance with the Release/Version and Service Release impacts.
1.2.5.4	Provide training in accordance with training plan for Release/Versions and Service Releases.
1.2.5.5	Deleted Per Modification PS14
1.2.5.6	Provide capability to support posting of training materials (including screenshots) on any government website.
1.2.5.7	Provide and maintain an integrated online, searchable, printable, readable User Guide accessible via each application website.
1.2.5.7.1	Produce revised User Guide in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum revise annually and submit to the PMO for approval. The user manual needs to include screen captures of functionality.
1.2.5.8	Provide and maintain integrated online, searchable, printable, readable

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		agency System Administrator Manual accessible via the application website.
	1.2.5.8.1	Produce revised Systems Administrator Manual in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum revise annually and submit to the Government PMO for approval. The Systems Administration manual needs to include screen captures of functionality.
	1.2.5.8.2	Anticipated classroom training is 4 sessions per year for each application. Each session shall accommodate a minimum of 15 students and a maximum of 30 students.
1.2.6	Environment Management (Incorporated from Modification PS08 5/15/2011)	
	1.2.6.1	Provide Environment Management Services to manage a hardware and software environment inside the consolidated hosting service facilities at the Sterling, Virginia (Primary) site. Provide managed services (utilizing cloud technology) for the COOP, <del>originally slated for the Newark, New Jersey site.</del> These services include Production, Development, Test and Staging/Acceptance and the COOP site. <i>(See additional requirements in Modification PS16, 7/04/2012.)</i>
	1.2.6.1.1	Install and maintain Firewalls, Load Balancers, Servers, Storage Area Network (SAN), System Security, Tape Backups, and Anti-virus
	1.2.6.1.2	Identify responsive, repeatable, scalable methodology for the migration of the current IAE portfolio (FBO, CFDA, eSRS/FSRS, WDOL, FPDS-NG, and the past performance systems) into the future IAE SAM environment
	1.2.6.1.3	Provide scalable managed services to satisfy projected Phased migration efforts: Phase One – CCR, FedReg, ORCA, and EPLS; Phase Two – eSRS/FSRS, CFDA, FBO and WDOL; Phase Three – FPDS-NG; and Phase Four – the Past Performance Systems
1.2.7	SAM Phase One Software Testing, Analysis, Reporting and Repair/Correction of Defects	
	1.2.7.1	Test, identify system failures/discrepancies, perform analysis and prioritize problems/failures/discrepancies, make software changes to repair software, conduct testing and provide reporting to the IAE PMO for all major software defects.
	1.2.7.2	Test, identify system failures/discrepancies, perform analysis and prioritize problems/failures/discrepancies, make software changes to repair software, conduct testing and provide reporting to the IAE PMO for all minor software defects.
	1.2.7.3	Work with GSA PMO and OCIO to resolve software defects on a quarterly release basis.
<b>1.3</b>	<b>Enterprise Architecture</b>	
	1.3.1	Design and Document SAM
	1.3.1.1	Prepare and deliver an IAE Integrated Services Enterprise Architecture Document, for all of IAE. The document shall include diagrams and text that describe the IAE Services Integration architecture components at a high level and detailed level, the specific modules and/or tools, and the integration of the components including external interfaces. Initial document with Technical Proposal, Revision 1 due 120 calendar days after contract award, Revision 2 due 240 calendar days after award, Final Version due 340 calendar days after award.
	1.3.1.2	Perform analysis on IAE systems necessary to <u>assist PMO in the defining</u>

	processes, design and document the enterprise architecture. The systems, as a minimum shall include: FPDS, FBO (FedTeds), eSRS/FSRS, CCR, ORCA, EPLS, WDOL, CFDA, and USASpending.gov. The analysis shall include a recommendation as to whether a transition or a migration is most appropriate for each application review. The recommendation shall be stated in the IAE Integrated Services Enterprise Architecture document whether the system shall be transitioned and/or migrated.
1.3.1.3	Design the IAE Integrated Services Enterprise Architecture capable of accepting new, or existing, systems or functionality.
1.3.1.4	The Contractor will verify applications are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC). This includes Internet Explorer 7 configured to operate on windows XP and Vista (in Protected Mode on Vista). For the WindowsXP settings, see: <a href="http://csrc.nist.gov/itsec/guidance_WinXP.html">http://csrc.nist.gov/itsec/guidance_WinXP.html</a> , and for the Windows Vista settings, see: <a href="http://csrc.nist.gov/itsec/guidance_vista.html">http://csrc.nist.gov/itsec/guidance_vista.html</a> .
1.3.1.5	The standard installation, operation, maintenance, updates, and/or patching of software shall not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall.
1.3.1.6	Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.
1.3.2	Support Build of Enterprise Architecture
1.3.2.1	Prepare technical documents for Government review to be used as reference documentation for future software development. The technical documents shall address common business services, as well as the infrastructure services, for the enterprise architecture.
1.3.2.2	Document the enterprise architecture to include the hardware, software, operating system, and virtualization for the IAE Integrated Services Enterprise Architecture. These documents shall support the government requirements for the CHS.
1.3.3	Maintain <u>AOCS, FPDS-NG and USASpending SAM</u>
1.3.3.1	Maintain the <u>AOCSSAM , FPDS-NG and USASpending Enterprise Architecture Document</u> and make accessible to the Government on the project website.
1.3.3.2	Maintain <u>AOCS, FPDS-NG and USASpending SAM Enterprise Architecture Document</u> in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum update annually (changes identified in document) and submit to the Government PMO for approval.
1.3.3.3	Establish and maintain <u>AOCS, FPDS-NG and USASpending systems</u> the SAM. This architecture must be scalable in order to meet the Government's objectives to share all <u>IAE systems, business and infrastructure</u> <del>nineservices applications common &amp; business and infrastructure services and other future services and applications as well</del> 4.6.5.(configuration management)
1.3.3.4	Maintain <u>AOCS, FPDS-NG and USASpending the SAM</u> Integrated Services Enterprise Architecture capable of accepting new, or existing, systems or functionality.
<b>1.4</b>	<b>Transition</b>
1.4.1	Provide a transition plan that accommodates the transition with "as is" applications across 25 Chief Financial Officers and numerous other government entities, each with

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	different multiple integration points, most systems within the IAE portfolio, and other government-wide systems throughout the life of the contract. The period for the transition of the "as is" application to AOCS and the consolidated hosting environment shall not exceed nine months. Deliver initial plan with Technical Proposal, Revised version 60 calendar days after contract award, and Final version 90 calendar days after contract award.
1.4.2	<u>Federal Procurement Data System –Next Generation (FPDS-NG) Transition</u>
<del>4.4.1.1</del> 1.4.2.1	Provide support to the IAE PMO for a Transition plan which will document how status will be tracked for achieving all transition requirements.
1.4.2.1.1	<u>Assist PMO in the defining process and document as part of the FPDS-NG Transition Plan, the scope of the plan, phase-in approach, assumptions and constraints, schedule, resource involvement, critical success criteria, anticipated risks and issues, and performance metrics.</u>
1.4.2.1.2	<u>and document as part of the AOCS Transition Plan the approach for transitioning existing Federal Procurement Data System (FPDS) from its current operation to the AOCS operation and from its current environment to a new hosting environment. This plan document will also be referred to as the FPDS Transition Plan.</u>
1.4.2.1.3	<u>The plan shall document how status will be tracked for achieving all transition requirements.</u>
<del>4.4.1.2</del> 1.4.2.2	<u>Establish Recommend to Government Points of Contact monthly performance reporting via metrics for the transition.</u>
<del>4.4.1.3</del>	<del>Address inventory of all outstanding maintenance requests/enhancements/issues, personnel staff up to full staff, hand-off with the incumbent contractor, and service level agreements during phase in.</del>
<del>4.4.1.4</del> 1.4.2.3	<u>Designate a transition manager(s) to assist work with the IAE PMO, departments and agencies.</u>
<del>4.4.1.5</del> 1.4.2.4	<u>Maintain the AOCS-FPDS-NG Transition Plan and make accessible to the Government on the project website.</u>
<del>4.4.1.6</del> 1.4.2.5	<u>Address transitioning existing FPDS from its current operation to the new FPDS-NGAOCS operation and from its current environment to the CHS a new hosting environment.</u>
<del>4.4.2</del> 1.4.3	<u>USASpending Transition</u>
<del>4.4.2.1</del> 1.4.3.1	<u>Provide a transition plan that accommodates the transition of an "as is" application with multiple integration points to other government-wide systems. The Transition-In Plan shall incorporate a phased approach enabling GSA to maintain continuity service throughout the transition. The transition shall be done along with the FPDS transition, and the proposal should explore both IBMs cloud offering as well as the CHS solution.</u>
	<u>Deliver initial plan with Technical Proposal, Revised version 15 calendar days after contract award, and Final version 30 calendar days after contract award</u>
<del>4.4.2.1.1</del> 1.4.3.1.1	<u>DefineAssist PMO is the defining process and document as part of the USASpending Transition Plan, the scope of the plan, phase-in approach, assumptions and constraints, schedule, resource involvement, critical success criteria, anticipated risks and issues, and performance metrics. The Transition-In Plan shall identify all project management, procedures and tools to be used to manage the transition;</u>



1.4.2.1.2	<u>Define and document as part of the USASpending Transition Plan the approach for transitioning existing USASpending from its current operation to the USASpending operation and from its current environment to the Consolidated Hosting Services (CHS) environment or other hosting. This plan document will also be referred to as the USASpending Transition Plan.</u>
1.4.2.1.31.4.3.1.2	<u>The plan shall document how status will be tracked for achieving all transition requirements</u>
1.4.2.1.41.4.3.1.3	<u>The Transition-In Plan shall propose how to fully support the IAE PMO immediately after award. The Government requires a seamless transition between the current contractor and the offeror ensuring a complete transfer and synchronization, and uninterrupted services of the USASpending system. The offeror's proposal shall clearly state the proposed number of transition work days.</u>
1.4.2.1.51.4.3.1.4	<u>The contractor shall coordinate its proposed sequence for transitioning sites with GSA and shall make adjustments to the sequence, in coordination with GS OCIO prior to making the Transition-In Plan final. The contractor shall submit the final Transition-In Plan to the GSA Information Systems Security Officer (ISSO) for approval. The contractor shall not proceed with transition without obtaining GSA OCIO and ISSO approval of the Transition-In Plan in its entirety or in part</u>
1.4.2.21.4.3.2	<u>Establish Recommend to Government Points of Contact monthly performance reporting via metrics for the transition.</u>
1.4.2.31.4.3.3	<u>Address inventory of all outstanding maintenance requests/enhancements/issues, personnel staff-up to full staff, hand-off with the incumbent contractor, and service level agreements during phase-in.</u>
1.4.2.41.4.3.4	<u>Designate a transition manager(s) to work with the Government IAE PMO Transition Manager and other designated points of contact.; departments and agencies.</u>
1.4.2.51.4.3.5	<u>Maintain the USASpending Transition Plan and make accessible to the government on the project website.</u>
1.4.2.61.4.3.6	<u>Address transitioning existing USASpending from its current operation to the AOCsnew USASpending operation and from its current environment to a hosting provider.</u> <u>[OPTIONAL]</u>
1.4.2.71.4.3.7	<u>The contractor shall provide integration and testing activities as part of the transition. The contractor shall provide integration and testing activities associated with ensuring that all contract writing systems and other applications that integrate with FPDS-NG and USASpending continue to do so to achieve a seamless transition. The contractor shall develop and document an Integration and Testing Plan as part of the Transition-In Plan. The contractor shall develop, conduct and document User Acceptance Tests (UAT) requirements. The contractor shall manage the integration test environment and conduct integration and security testing for all equipment, based on requirements defined in GSA and Federal security documents</u>
1.4.31.4.4	<u>Phase-out USASpending System and Small Business Dashboard [Optional]</u>
1.4.3.11.4.4.1	<u>The Phase-Out for USASpending will manifest in 1 of 2 scenarios. Either the system will be transitioned out to the system owners, the United States Treasury, or the system will be decommissioned. For either approach:</u>
1.4.3.1.11.4.4.1.1	<u>Provide a Phase-Out plan to be deployed at the request</u>

	<u>of the government. The plan milestones are dependent on the decision of the Treasury.</u>
4.4.3.1.21.4.4.1.2	<u>Provide status reporting pertaining phase-out activities that identifies the status of tasks in progress, completed tasks and accomplishments, upcoming tasks, and issues and concerns.</u>
4.4.3.21.4.4.2	<u>For a System Transition to Treasury</u>
4.4.3.2.11.4.4.2.1	<u>Provide a Phase-Out plan that addresses both the system and the hosting. The plan shall address, at minimum, milestones, tasks, training and other requirements to transition to a SUCCESSOR hosting facility. Transition includes, but not limited to all systems documentation (architecture documentation on the current system configuration including servers, infrastructure, system load information, and bandwidth; and documentation and standard operation procedures for backup and recovery purposes) knowledge transfer/shadowing, and parallel operations.</u>
4.4.3.2.21.4.4.2.2	<u>Provide system documentation and project artifacts contained as part of the production baseline and any unfinished items intended for completion and eventual addition to the baseline.</u>
4.4.3.2.31.4.4.2.3	<u>Provide all system configuration items that are part of the production baseline and unfinished items intended for completion and eventual addition to the baseline. The final delivery must be the current production version accompanied with the same version, source and executable code of the application and the database, and all necessary compilation/generation instructions and comments.</u>
4.4.3.2.41.4.4.2.4	<u>Ensure that all incumbent responsibilities are successfully transferred to any follow-on provider.</u>
4.4.3.2.51.4.4.2.5	<u>Provide a data and software transition plan. The plan shall address, at minimum, milestones, task, training and other requirements to transition system software to the SUCCESSOR.</u>
4.4.3.2.61.4.4.2.6	<u>This transition includes, but not limited to all systems documentation (data, database transfer, data files, hardware &amp; software (license rights and version), website content; libraries and reference files, complete executable source code for possible editing, complete raw source code, database source code (if applicable), application source code, database indexes, FAQ, handbook, manuals, reports and code used to generate reports, and computer based training materials, reference material and sources, security information, information used to generate and about XML, ATOM feeds, web services, archive generation, knowledge transfer/shadowing, and parallel operations.</u>
4.4.3.2.71.4.4.2.7	<u>Provide copies of the Production and DSVT databases to the SUCCESSOR at planned dates coordinated by the INCUMBENT and the SUCCESSOR and approved by the Government.</u>
4.4.3.2.81.4.4.2.8	<u>Provide and document performance reporting metrics, including the two most recent metric reports. The INCUMBENT shall also provide reports on transition services and tasks.</u>
4.4.3.2.91.4.4.2.9	<u>Coordinate the move of the domain name/URLs and all</u>

	<p>of its content control to the SUCCESSOR. The INCUMBENT will work with GSA security and the SUCCESSOR to transition the Government URLs to the SUCCESSOR with no service degradation while feeding data back to the current system from the SUCCESSOR. These include but are not limited to:</p> <ul style="list-style-type: none"> <li>• <u>The USASpending website, (<a href="http://www.USASpending.gov">http://www.USASpending.gov</a>)</u></li> <li>• <u>The content of the USASpending website</u></li> <li>• <u>DSVT</u></li> <li>• <u>Small business Dashboard</u></li> </ul>
1.4.3.2.101	4.4.2.10 <u>Maintain the current system status during time of transition.</u>
1.4.3.2.111	4.4.2.11 <u>Identify and document the technical approach for the transfer of data, ensuring no loss or degradation of data.</u>
1.4.3.2.121	4.4.2.12 <u>Inventory USASpending.gov information and provide the following, to include but not be limited to: data, data files, hardware &amp; software (license rights and version), website content; library and reference files, executable source code, raw source code, database and application source code, FAQ, handbook, manuals, reports and code used to generate reports, and computer based training materials, reference material and sources, security information, information used to generate and about XML, DSVT, web services, archive generation, etc. The inventory shall be provided in Microsoft applications (except PDF), (word or excel).</u>
1.4.3.2.131	4.4.2.13 <u>Propose a format for delivery of the production data and software inclusive of any limitations and the Government will have the final determination for the format.</u>
1.4.3.2.141	4.4.2.14 <u>Verify all deliverables (from the base contract and all contract modifications) are completed and provide the status of those not completed.</u>
1.4.3.2.151	4.4.2.15 <u>Provide the steady state team size and structure with roles and responsibilities, a contact list for day to day operations, roles and responsibilities, separation of duties; also include Sarbanes-Oxley (SOX) and/or compliance information.</u>
1.4.3.2.161	4.4.2.16 <u>Identify and document the development environment and tools used for development. Documentation should include a list of tools, utilities, test scripts, etc.</u>
1.4.3.2.171	4.4.2.17 <u>Provide physical architecture documentation including servers, bandwidth, etc.</u>
1.4.3.2.181	4.4.2.18 <u>Provide documentation and assist the government in documenting standard operation procedures for back-up and recovery purposes.</u>
1.4.3.2.191	4.4.2.19 <u>Address the technical approach for installing USASpending.gov functionality and the DSVT and Purchase Card data, etc in the SUCCESSOR's hosting environment. The INCUMBENT shall provide USASpending.gov application specific training and Subject Matter Expertise (SME) to the SUCCESSOR. The training may be a minimum of 40 hours up to a max of 80 hours.</u>
1.4.3.2.201	4.4.2.20 <u>Provide documentation on the current system configuration, infrastructure, system load information, bandwidth and configuration management plans\processes\procedures.</u>
1.4.3.2.211	4.4.2.21 <u>Provide documentation on all system</u>

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	<u>processes\procedures\routines etc. that are used in the day to day operation of USASpending.gov.</u>
1.4.3.2.22	1.4.4.2.22 Provide all interface documentation and standard operating procedures with all systems that interface with USASpending including but not limited to: SAM, FSRs, FPDS-NG, and the DSVT.
1.4.3.2.23	1.4.4.2.23 Provide all information regarding the processing of batch files(DSVT) for grants, purchase card files from the banks, contracts data from FPDS-NG, Dun and Bradstreet data, CFDA data, and other any other processes or routines run during the course of routine USASpending operations and maintenance.
1.4.3.2.24	1.4.4.2.24 Provide all information regarding customer stakeholder points of contact (change management e-mail lists, etc.) and standard procedures for stakeholder notification\communication.
1.4.3.2.25	1.4.4.2.25 Detail, document and provide technical assistance and shall respond to requests for information within four hours.
1.4.3.2.26	1.4.4.2.26 Provide the license and intellectual property information.
1.4.3.2.27	1.4.4.2.27 Provide the SUCCESSOR with Shadowing and Training, including "Train the Trainer" approach to ensure sufficient knowledge transfer. Formal training may be for as much as 120 hours.
1.4.3.2.28	1.4.4.2.28 Detail, document and provide a transition plan for transitioning help desk tier 2 Technical to the SUCCESSOR.
1.4.3.2.28.1	1.4.4.2.28.1 Help Desk Tier 2 to the SUCCESSOR (Includes, but not limited to, all tickets as well as solutions currently being worked).
1.4.3.2.28.2	1.4.4.2.28.2 Phase out Tier 2 helpdesk to the SUCCESSOR.
1.4.3.2.28.3	1.4.4.2.28.3 Provide Help Desk Processes, Procedures, and FAQs including a copy of the escalation business rules currently in use for each tier of service and documents such as "cheat sheets", scripted answers, that the INCUMBENT help desk routinely uses in resolving help desk calls including what constitutes a closed call.
1.4.3.2.28.4	1.4.4.2.28.4 Identify and document help desk performance reporting metrics and provide the most recent help desk report including historical trend analysis for the last year, if available.
1.4.3.2.28.5	1.4.4.2.28.5 Provide status of all of all help desk tickets (phone and email, if applicable) broken out by tiers of service and communication channel, including the number of inbound calls, number of abandons, types of calls, average speed of answer, average handle time and other statist
1.4.3.2.28.6	1.4.4.2.28.6 Deleted

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<del>1.4.3.2.29</del>	<del>1.4.4.2.29</del>	<del>Deleted</del>
<del>1.4.3.2.30</del>	<del>1.4.4.2.30</del>	<del>Deleted</del>
<del>1.4.3.2.31</del>	<del>1.4.4.2.31</del>	<del>Deleted</del>
<del>1.4.3.2.32</del>	<del>1.4.4.2.32</del>	<del>Conduct System Data Transfer:</del>
<del>1.4.3.2.33</del>	<del>1.4.4.2.33</del>	<del>Conduct the transfer in the clearly defined format (DMP file, etc), Conduct the data transfer (libraries, FAQ, user profiles, reference tables, etc), and conduct the transfer in the specified method of delivery (courier, electronic) and media, (CD, DVD and or HDD).</del>
<del>1.4.3.3.1</del>	<del>1.4.4.3</del>	<del>For a Treasury decision to turn the existing system off</del>
<del>1.4.3.3.1.1</del>	<del>1.4.4.3.1</del>	<del>Provide a data and software transition plan. The plan shall address, at minimum, milestones, task, training and other requirements to transition system software to the SUCCESSOR, including time operating in parallel ensuring a graceful transition prior to system decommissioning.</del>
<del>1.4.3.3.2.1</del>	<del>1.4.4.3.2</del>	<del>Deleted</del>
<del>1.4.3.3.2.1.1</del>	<del>1.4.4.3.2.1</del>	<del>Conduct the transfer in the clearly defined format (DMP file, etc), conduct the data transfer (libraries, FAQ, user profiles, reference tables, etc), and conduct the transfer in the specified method of delivery (courier, electronic) and media, (CD, DVD and or HDD).</del>
<del>1.4.3.3.3.1</del>	<del>1.4.4.3.3</del>	<del>Inventory USASpending.gov information and provide the following as requested by Treasury, to include, but not be limited to: data, data files, data dictionary, hardware &amp; software (license rights and version), website content; library and reference files, executable source code, raw source code, database and application source code, FAQ, handbook, manuals, reports and code used to generate reports, and computer based training materials, reference material and sources, security information, information used to generate and about XML, DSVT, web services, archive generation, etc. The inventory shall be provided in Microsoft applications (except PDF), (Word or Excel).</del>
<del>1.4.3.3.4.1</del>	<del>1.4.4.3.4</del>	<del>Ensure that all incumbent responsibilities are successfully transferred to any follow-on provider.</del>
<del>1.4.3.3.5.1</del>	<del>1.4.4.3.5</del>	<del>Provide all interface documentation and standard operating procedures with all systems that interface with USASpending including but not limited to: SAM, FSRS, FPDS-NG, and the DSVT.</del>
<del>1.4.3.3.6.1</del>	<del>1.4.4.3.6</del>	<del>Provide all information regarding the processing of batch files(DSVT) for grants, purchase card files from the banks, contracts data from FPDS-NG, Dun and Bradstreet data, CFDA data, and other any other processes or routines run during the course of routine USASpending operations and maintenance.</del>
<del>1.4.3.3.7.1</del>	<del>1.4.4.3.7</del>	<del>Provide all information regarding customer stakeholder points of contact (change management e-mail lists, etc.) and standard procedures for stakeholder notification/communication.</del>
<del>1.4.3.3.8.1</del>	<del>1.4.4.3.8</del>	<del>Detail, document and provide technical assistance and shall respond to requests for information within four hours.</del>
<del>1.4.3.3.9.1</del>	<del>1.4.4.3.9</del>	<del>Provide the license and intellectual property information.</del>

4.4.3.3.10	4.4.3.10	Provide the SUCCESSOR with Shadowing and Training, including "Train the Trainer" approach to ensure sufficient knowledge transfer. Formal training may be for as much as 120 hours.
4.4.3.3.11	4.4.3.11	Detail, document and provide a transition plan for transitioning help desk tier 2 Technical to the SUCCESSOR.
4.4.3.3.11.1	4.4.3.11.1	Help Desk Tier 2 to the SUCCESSOR (Includes, but not limited to, all tickets as well as solutions currently being worked)
4.4.3.3.11.2	4.4.3.11.2	Phase out Tier 2 helpdesk to the SUCCESSOR.
4.4.3.3.11.3	4.4.3.11.3	Document and Recommend Help Desk Processes, Procedures, and FAQs including a copy of the escalation business rules currently in use for each tier of service and documents such as "cheat sheets", scripted answers, that the INCUMBENT help desk routinely uses in resolving help desk calls including what constitutes a closed call.
4.4.3.3.11.4	4.4.3.11.4	Identify and document help desk performance reporting metrics and provide the most recent help desk report including historical trend analysis for the last year, if available.
4.4.3.3.11.5	4.4.3.11.5	Provide status of all of all help desk tickets (phone and email, if applicable) broken out by tiers of service and communication channel, including the number of inbound calls, number of abandons, types of calls, average speed of answer, average handle time and other statistic
4.4.3.3.11.6	4.4.3.11.6	INCUMBENT shall plan to work and coordinate with the SUCCESSOR pertaining to interactions during this transition of Tier 2 helpdesk support.
<b>1.5 Migration</b>		
1.5.1	Migration Planning	
1.5.1.1	Support PMO in documenting the IAE Migration Plan to migrate into the target IAE integrated services enterprise architecture. Deliver High-level Approach with Technical Proposal, Revision 1 – 120 calendar days after contract award, Revision 2 – 240 calendar days after award, Final Version – 340 calendar days after award.	
1.5.1.2	Deleted	
1.5.1.3	Support PMO in documenting the CCR, ORCA, and EPLS Migration Plan to migrate into the target IAE integrated services enterprise architecture. Deliver Revision 1, 180 calendar days after award, Final Version, 340 calendar days after award.	
1.5.1.4	Support PMO in documenting the optional applications' Migration Plan to migrate into the target SAM IAE integrated services enterprise architecture. – OPTIONAL	
1.5.1.5	Assist PMO in establishment of monthly performance reporting via metrics for the migration.	

1.5.2	Develop Technical Specifications for Migration to Enterprise Architecture
1.5.2.1	Assist the PMO with defining and documenting the technical specifications needed for future software development to include the legacy system functionality in CCR/FedReg, ORCA, and EPLS for migration into the IAE integrated services enterprise architecture.
1.5.2.2	<p><i>[Optional in Base Period Modification PS17]</i> Assist the PMO with defining and documenting the technical specifications needed for future software development, to include the optional applications for migration into the IAE integrated services enterprise architecture.</p> <ul style="list-style-type: none"> <li>• Assist PMO to define/document SAM Phase 2a (eSRS/FSRS/CFDA)</li> <li>• Assist PMO to define/document SAM Phase 2b (FBO/WDOL)</li> <li>• Assist PMO to define/document SAM Phase 3 (FPDS)</li> <li>• Assist PMO to define/document SAM Phase 4 (PPIRS/past performance systems)</li> <li>• Assist PMO to define/document Other optional applications to SAM</li> </ul>
1.5.3	Migration to IAE Integrated Services Enterprise Architecture
1.5.3.1	Migrate FPDS application to a set of common and business services and manage these services in the IAE Integrated Services Enterprise Architecture.
1.5.3.2	Migrate CCR, ORCA, and EPLS applications to a set of common and business services and support the PMO in the management these systems in the IAE integrated services enterprise architecture.
1.5.3.3	<p>Migrate other optional applications to a set of common and business services and support the PMO in the management of these services in the IAE integrated services enterprise architecture.</p> <ul style="list-style-type: none"> <li>• Migrate SAM Phase 2a (eSRS/FSRS/CFDA)</li> <li>• Migrate SAM Phase 2b (FBO/WDOL)</li> <li>• Migrate SAM Phase 3 (FPDS)</li> <li>• Migrate SAM Phase 4 (PPIRS/past performance systems)</li> <li>• Migrate other optional applications to SAM</li> </ul>
<b>1.6</b>	<b>Systems Engineering (SE)</b>
	All systems engineering tasks shall apply to the Transition, Migration, Architecture Build, Requirements Change Package, and Operations and Maintenance tasks in accordance with established policy, processes and procedures.
1.6.1	SE Planning
1.6.1.1	Document Systems Engineering Plan(s) (SEP) that describe the overall technical approach, including systems engineering processes; resources; and key technical tasks, activities, and events along with their metrics and success criteria. Include integration or linkage with other program management control efforts, such as integrated master plans, integrated master schedules, technical performance measures, risk management, and earned value management. This document shall be submitted at the time of the technical proposal. An updated document shall be delivered in a planned timeframe with the first development delivery.
1.6.1.1.1	Maintain the Systems Engineering Plan Document and make accessible to the Government on the project website.
1.6.1.1.2	Produce an updated Systems Engineering Plan Document in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum update annually (changes identified in document) and submit to the Government PMO for approval.
1.6.1.1.3	Employ open source /open standards methodology for managing software.

	Note: The Government prefers but does not mandate the use of open source software to meet its requirements, and understands that the use of a COTS product (such as a database management system) precludes making its source code available.
1.6.1.1.4	Establish monthly performance reporting via metrics for the systems engineering.
1.6.1.1.5	<u>System shall be compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C 794d) and provide detailed data on compliance.</u>
1.6.2	Requirements Packaging for System Changes [ <del>Optional</del> Optional Tasks]
1.6.2.1	<i>[Optional in Base Period Per Modification PS17]</i> Assist in the collection of inputs from relevant stakeholders and translate the inputs into technical requirements. <ul style="list-style-type: none"> <li>Assist in the collection of inputs from relevant stakeholders and translate the inputs into technical specifications to support SAM Phase 2a (eSRS/FSRS/CFDA)</li> <li>Assist in the collection of inputs from relevant stakeholders and translate the inputs into technical specifications to support SAM Phase 2b (FBO/WDOL)</li> <li>Assist in the collection of inputs from relevant stakeholders and translate the inputs into technical specifications to support SAM Phase 3 (FPDS)</li> <li>Assist in the collection of inputs from relevant stakeholders and translate the inputs into technical specifications to support SAM Phase 4 (PPIRS)</li> </ul>
1.6.2.2	Establish structure to organize Government requirements into “change packages” that can be competed to identify Software Developer(s) for implementation. The “system change packages” include requirements packaging for development pertaining to migration into SAM, potential re-write of application functionality due to major change in business requirements, or enhancements to provide new functionality (i.e., add new data element).
1.6.2.3	Assist PMO in preparing the ‘System Change Packages’ containing the technical specifications for releases/versions.
1.6.2.4	Assist PMO in the establishment and maintenance of a requirements baseline for the system that has traceability to systems development life cycle (SDLC) documentation and is accessible via the project website. Deliver a Requirements Traceability Matrix that is updated with each new release.
1.6.2.5	Assist PMO in developing and documenting system-specific procedures and management processes in the SAM Configuration Management Plan. The document shall address processes within the ITIL framework.
1.6.2.6	Update all documentation that is affected within 30 calendar days when a change request is implemented in accordance with the IAE CM process requirement.
1.6.2.7	Submit technical specifications documents and data dictionaries in MS® Word or MS® Excel format.
1.6.2.8	Provide version number of the document, date of issue, and revision page to changes made to documentations.
1.6.3	SE Management
1.6.3.1	Support the <u>IAE-PMO</u> in the software development life cycle <u>for supported AOCS, FPDS-NG and USASpending systems</u> regardless of whether the changes are made by <u>AOCS the existing vendor</u> or another vendor.
1.6.4	Federal Acquisition System Requirements (FASR) <i>[Optional in Base Period per Mod PS17]</i>



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1.6.4.1	Assist PMO in the update/revise process and maintenance of the FASR to establish it as the standard for the government and vendor communities for acquisition system requirements. <u>[Optional in Base Period per Modification PS17]</u>
1.6.4.2	Utilize the Federal Acquisition System Requirements (FASR) as guidance for establishing standard interfaces. <u>[Optional in Base Period per Modification PS17]</u>
1.6.4.2.1	Ensure compliance to FASR via the recertification of interfaces. This includes, but is not limited to, contract writing systems (CWS) and financial system interfaces. <u>[Optional in Base Period per Modification PS17]</u>
1.6.4.3	Utilize the FASR as design guidance for migrating to integrated services for SAM. <u>[Optional in Base Period per Modification PS17]</u>
1.6.4.4	Maintain the SAM systems' documentation in accordance with the FASR. <u>[Optional in Base Period per Modification PS17]</u>
1.6.5	Configuration Management (CM)
1.6.5.1	CM Planning and Management
1.6.5.1.1	Support the PMO in documenting the SAM Configuration Management Plan and deliver: Initial document with Technical Proposal, Revised Version, 30 calendar days after award, Final Version, 60 calendar days after award.
1.6.5.1.1.1	Propose processes for Government approval that are responsive to the SAM Configuration Management process.
1.6.5.1.1.2	Document the system-specific standard operating procedures for managing configuration management processes. This SOP shall address processes in accordance with the ITIL framework. As a minimum standard, this must address change control (Service Releases, Release/Versions, emergency fixes), technical environment(s) maintenance, configuration identification, asset management, performance reporting, and configuration status and audit inquiries. Demonstrate how these procedures are linked to the Configuration Management Plan.
1.6.5.1.1.3	Document the system-specific process to coordinate change impacts to agencies' interfacing systems (e.g., contract writing systems, financial management systems, etc) ensuring this process conveys the role each stakeholder plays in the process and submit for Government approval.
1.6.5.1.1.4	Document the system-specific process to coordinate change impacts to the SAM hosting environment (e.g. hosting facility, hardware, software, etc) ensuring this process conveys the role each stakeholder plays in the process and submit for government approval.
1.6.5.1.1.5	Implement and maintain the approved SAM Configuration Management Plan and make accessible to the Government on the project website.

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	1.6.5.1.1.6	Support the PMO in the production of an updated SAM Configuration Management Plan in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum update annually (changes identified in document) and submit to the PMO for approval.
	1.6.5.1.2	Maintain synchronization of required environments by applying changes to address development, testing, training, and production environments.
	1.6.5.1.3	Maintain backward code compatibility once a version release is implemented for up to 18 months.
	1.6.5.1.4	Establish and monitor software and documentation processes and procedures to ensure correct versioning of configuration items are maintained in libraries. These libraries must maintain a Production Baseline, and also provide documented history by Release/Version, Service Release, or Emergency Fix to the PMO.
	1.6.5.1.5	Provide access and maintain all Software Release/Service Release_Delivery Packages (including delivery notes describing the changes appropriate for technical community) on the project site, as well as the Software Library once in production. Provide at least a 30 calendar day lead time for release notes before the release is implemented.
	1.6.5.1.6	Provide access and maintain all Software Release/Service Release/Emergency Fix Delivery Packages (including delivery notes describing the changes appropriate for user community) on the project site, as well as the Software Library once in production. Provide at least 30- calendar day lead time for release notes delivery.
	1.6.5.1.7	Provide IAE documentation, at a minimum that includes the system documentation currently familiar to IAE, within 30 calendar days of the release date.
	1.6.5.1.8	Develop and maintain a website to make configuration data, software and associated documentation are publicly available <u>based on GSA approval.</u>
1.6.5.2	Configuration Identification	
	1.6.5.2.1	Identify and place all system documentation and project artifacts under configuration control.
	1.6.5.2.2	Serve as the keeper of SAM applications' code and licenses and make publicly available.
	1.6.5.2.3	Establish naming conventions that help identify the type of configuration item.
	1.6.5.2.4	Establish master listing of all configuration items accessible via the project website.
	1.6.5.2.5	Document in the Configuration Management Plan how configuration identification will be accomplished.
	1.6.5.2.6	Maintain a production baseline of the software, documentation, specifications, project management data, production environment content, testing data, and SDLC documentation, and other project artifacts with each Service Release and Release/Version.

1.6.5.3 Change Control	
1.6.5.3.1	Implement processes and procedures for multiple developments.
1.6.5.3.2	Identify proposed system changes as system problem reports (maintenance or corrective activity) or change requests (enhancements). The SAM shall identify in the Configuration Management Plan (CMP) how each of these will be implemented and the timeframes.
1.6.5.3.3	Coordinate activity to accomplish implementing and supporting Software Service Releases, Emergency Fixes and critical patches, and Release/Versions.
1.6.5.3.4	Implement Software Service Releases, and Emergency Fixes and critical patches in accordance with established procedures. Identify proposed intervals for software Service Releases
1.6.5.3.5	Provide definition of what constitutes a version, break-fix, emergency fix, patch or change
1.6.5.3.6	Coordinate hosting change impact due to changes (e.g. patches, fixes) to the operating system and other hosting components
1.6.5.3.7	Make technical documents (e.g. XML specifications) in support of interfacing systems and government standards for interfacing system recertification, available to those interfacing systems via government-website. For major release/versions, the technical documents including the XML specifications, must be provided at least 60 calendar days prior to the release/version implementation to allow interfacing systems to conduct their own testing
1.6.5.3.8	Support and participate in, (as a non-voting member) CCB and/or CCB Subgroup meetings and coordination functions; support and participate as technical subject matter experts
1.6.5.3.9	Coordinate communication and notify the user community of any production service disruptions or impacts in accordance with standard operating procedures
1.6.5.3.10	Provide Change Control performance reporting that allows users to filter and sort data elements to include summary, detail level, trend analysis and statistical reporting charts. As a minimum standard, the following reports shall be provided
1.6.5.3.10.1	Provide Overall and Agency CR Pending – Measure and report monthly total CR Pending for the last six months
1.6.5.3.10.2	Provide Overall and Agency CR Age Reporting – Measure and report monthly average CR Age for the last six months
1.6.5.3.10.3	Provide Overall and Agency Outstanding CR by Type – Measure and report monthly total outstanding CR by Type (e.g. Regulation, Data Accuracy, Reporting, User Interface, and System Integration) including Cumulative percentage
1.6.5.3.10.4	Provide Overall and Agency Outstanding CR by Priority and Impact – Measure and report monthly total outstanding CR by Priority and Impact (e.g. Regulation, Data Accuracy, Reporting, User

		Interface, and System Integration)
	1.6.5.3.10.5	Provide Overall <del>and Agency</del> SPR Requests Pending – Measure and report monthly total SPR Pending for the last six months
	1.6.5.3.10.6	Provide Overall <del>and Agency</del> SPR) Age Reporting – Measure and report monthly average SPR Age for the last six months
	1.6.5.3.10.7	Provide Overall <del>and Agency</del> SPR by Issue Type – Measure and report monthly total SPR by Issue Type (e.g. Validation Rule issue, Account or User Permission issue, Performance issue, Report issue, Integration issue w/ CWS/Business Intelligence (BI) views, Search issue, Hierarchy issue) including Cumulative percentage
	1.6.5.3.10.8	Provide Overall <del>and Agency</del> SPR by Priority and Impact – Measure and report monthly total SPR by Priority and Impact (e.g. Validation Rule issue, Account or User Permission issue, Performance issue, Report issue, Integration issue w/ CWS/BI views, Search issue, and Hierarchy issue)
	1.6.5.3.10.9	Changes to the technical environment which may negatively impact data submission and/or reporting shall not be implemented between the months of July and October to avoid the end of the fiscal year
1.6.5.4	Configuration Status Accounting	
	1.6.5.4.1	Manage the capture and maintenance of configuration information necessary to account for the SAM configuration throughout the life cycle
	1.6.5.4.2	<p><u>Open source code delivery: The government reserves the right to request all software artifacts for the purposes of either internal use or publication (in total or in part) as an open source resource. The government will use its discretion when releasing documents to ensure the security of the USASpending system but expects all the artifacts below to be delivered to them in complete form. Further, the intent of the being information dissemination, it is expected that the artifacts provided below are organized and annotated in such a way as to facilitate communication. The government reserves the right to requests updates to delivered artifacts if they are not clear. The artifacts include, but are not limited to:</u></p> <ul style="list-style-type: none"> <li>• <u>Any software configuration documents and configuration files</u></li> <li>• <u>Data dictionaries</u></li> <li>• <u>Physical data definitions</u></li> <li>• <u>Architecture and design documents (logical and physical)</u></li> <li>• <u>Technical and functional requirements documents</u></li> <li>• <u>Hardware configuration documentation</u></li> <li>• <u>Interface specification documents</u></li> <li>• <u>Web Service Definition Language documents and XML Schema Definition documents associated with the USASpending interfaces.</u></li> </ul>
1.6.5.5	Configuration Verification and Audit	
	1.6.5.5.1	In support of the system configuration management process, confirm the Government's performance and functional

		requirements, as defined, have been met by the testing and that the functionality has been accurately documented
1.6.5.6		Migrate existing configuration information from IAE's JIRA tool into the proposed configuration management tool
1.6.6		Quality Control and Testing
1.6.6.1		Quality Planning and Management
1.6.6.1.1		Support the IAE PMO in documenting the <u>SAM, FPDS-NG and USASpending</u> Quality Control Plan. The plan shall meet the requirements of FAR Part 46.105. Deliver initial document with Technical Proposal, a Revised Version – 30 calendar days after award, and a Final Version – 60 calendar days after award.
1.6.6.1.1.1		Ensure the <u>SAM, FPDS-NG and USASpending</u> quality control plan addresses quality throughout all phases of the project, including Planning, Development, Testing, Implementation, and Post-implementation Support
1.6.6.1.1.2		Implement an established quality control process that verifies the accuracy, completeness, and correctness of data submission and reporting
1.6.6.1.1.3		Ensure the quality control plan outlines how quality is consistently measured throughout the life of the contract
1.6.6.1.1.4		Maintain the <u>SAM, FPDS-NG and USASpending</u> quality control process and make accessible to the Government on the project website
1.6.6.1.1.5		Assist the IAE PMO in the updating <u>SAM, FPDS-NG and USASpending</u> quality control process in accordance with Release/Version and Service Release impacts (if applicable), but at a minimum update annually (changes identified in document) and submit to the IAE PMO for approval
1.6.6.1.2		The QCP shall identify, as a minimum, the SLAs metrics, and when and how they shall be measured. The Government realizes that the IAE/OCAO environment is dynamic, and SLAs may need to be revised periodically throughout the contract period of performance. The Government reserves the right to adjust or suspend the SLA performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the performance period. Any adjustment, suspension, and/or addition shall be in collaboration with the Contractor and with sufficient notice for change management.
1.6.6.1.3		Establish monthly performance reporting for quality control services
1.6.6.1.4		Conduct phase review meetings as a minimum standard at the end of planning, during development, at the end of testing, prior to receiving approval for production cutover, and finally as a post-implementation checkpoint
1.6.6.1.5		Establish quality gates with entrance and exit criteria between major phases of the project: planning, development, testing, and cutover/implementation phases
1.6.6.1.6		Align the PMB with the quality gates, meaning be specific on

	what is delivered <u>and</u> when.
1.6.6.2	Testing and Test Environment
1.6.6.2.1	Conduct, in accordance with the testing methodology individual unit/module testing, subsystem testing, subsystem integration testing (e.g. machine-to-machine), and overall system testing throughout the development process. All developmental testing performed shall be documented.
1.6.6.2.1.1	The Contractor shall test all applications and/or upgrades on the development system prior to installation on the operational system.
1.6.6.2.1.2	The Contractor shall identify the Software Developer errors or deficiencies in applications, and related documentation, and submit to the Government for review.
1.6.6.2.1.3	For all software development and maintenance, the Contractor shall review the test results provided to the Government by the Software Developer to (1) isolate suspected and confirmed malfunctions and (2) confirm software corrections, in order to provide the Government with objective feedback on the technical work performed.
1.6.6.2.1.4	The Contractor shall provide a written description of any error or deficiency that is identified.
1.6.6.2.2	Create and document test plans for Service Release and Release/Versions. Submit to IAE PMO for review.
1.6.6.2.2.1	Maintain the Service Release and Release/Version test plans and make accessible to the Government on the project website.
1.6.6.2.3	Establish and maintain dedicated test environments (meaning software tools, test suite, test data) throughout the life of the contract that is refreshed with production data on a scheduled basis and is remotely accessible.
1.6.6.2.4	Assist IAO PMO in drafting Test Procedures for all test processes that include but are not limited to: New functionality and regression test scenario/test case tracking, requirements to test scenario/test case tracking, test scenario/test case success/fail tracking, test scripts, test data, expected results, defect tracking, issue tracking, data-related refresh processes, software to environment migration, and hosting coordination.
1.6.6.2.5	Establish test procedures that reinforce efficiency and effectiveness and accomplish quality test results within planned timeframes for service releases and release/versions.
1.6.6.2.6	Review Test Procedures with the IAE PMO for approval prior to the testing phase.
1.6.6.2.7	Document test results in a Test Report for each test execution and deliver to the IAE PMO.
1.6.6.2.8	Ensure that the development contractor performs all tests (Unit, String, Integration, and Stress). Test plans, test scripts, test data, expected results, and test results shall be written.
1.6.6.2.9	Measure compliance to the requirements throughout all phases of the life cycle and report any recommendations, non-

	compliance, and omissions that may occur.
1.6.6.2.10	Coordinate and provide administrative assistance for Government Acceptance Testing (GAT), software quality inspections and audits on behalf of the IAE PMO, assist in documenting problem reports and assist IAE PMO in verification of problem resolution prior to implementing the code in production.
1.6.6.2.11	Provide a means to maintain and provide periodic reports with a defect tracking database for all identified errors, defects, or problems found. The defect tracking database shall provide a means to develop "on demand" or as-requested reports to be delivered to the Government for review.
1.6.6.2.12	Ensure software release/version and service release installations adhere to appropriate testing guidelines in accordance with the System Development Life Cycle (SDLC).
1.6.6.3	Independent Verification and Validation (IV&V) Support
1.6.6.3.1	Ensure subject matter experts, accessibility to application, and required project artifacts are available for support of government Independent Verification and Validation (IV&V) activities.
1.6.7	Manage Interfaces
1.6.7.1	Ensure interface definition and compliance among the elements that compose the IAE applications, as well as with other applications outside the IAE umbrella. There is horizontal interface across IAE applications as well as horizontal interface with applications outside the IAE umbrella.
1.6.7.2	Provide maximum flexibility to the Government to accommodate interoperability with other systems. For example, adding and changing data elements, using an external business information exchange, or adding communications capability.
1.6.7.3	Ensure that Interface management control measures that all internal and external interface requirement changes are properly documented in accordance with the configuration management plan and communicated to all affected configuration items.
1.6.7.4	Provide a machine-to-machine information exchange capability to interoperate with government agency contract writing and with other e-business systems IAW with established standards contained in the Federal Acquisition System Requirements (FASR).
1.6.7.5	Provide a standard Interface Specification for use by agencies. The purpose of the Interface Specifications is to provide information (technical information, standards, and specifications) that agencies and COTS suppliers will use to adapt their procurement systems to interoperate with the FPDS machine-to-machine. Deliver initial interface specification documents at planned date(s) during the development phase and a Final Version prior to the end of the Testing Phase. Stakeholder participation should be accounted for in the life cycle of each interface specification.
1.6.7.6	For each subsequent system that is transitioned/migrated the contractor must provide a standard Interface Specification to provide information (technical information, standards, and specifications) for each interface. Deliver initial interface specification documents at planned date(s) during the development phase and a Final Version prior to the end of the Testing Phase. Stakeholder participation should be accounted for in the life cycle of each interface specification.
1.6.7.7	For each standard Interface Specification provided for use by agencies, submit to the IAE PMO for approval a supporting certification process to

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	provide interfacing system users a level of assurance that the interfacing system meets the technical specifications for that interface and can perform the mission intended by that interface.
1.6.7.8	Recertify systems and document recertification when there is a version change or a contract writing systems upgrade with a release/version change.
1.6.7.9	Provide all different types of files and data packages to other users of FPDS data. This includes other project leaders within the IAE (such as eSRS) as well as other federal users such as Dept of Commerce for their annual reports. This also includes providing data feeds to other federal sources such as the website servicing the Federal Funding Accountability and Transparency Act of 2006 (currently known as USASpending.gov).
1.6.7.10	Provide all different types of data interfaces to allow federated searches "down", "across", and "up". Down into a contract writing system or a financial application or a grant application if necessary; "across" such as to FedBizOpps.gov data; and "up" to an IRS application or USASpending.gov.
1.6.8	<u>SAM Help Desk (Tier 2 Technical) FPDS Help Desk (Tier 2 Functional and Technical)</u>
	<p><b>"Help Desk"</b>, as defined in this task, is described as <u>SAM Tier 2 Technical and FPDS-NG Tier 2 Functional and Technical</u>. <u>SAM Help Desk Tier 1 and Tier 2 Functional support and FPDS Help Desk Tier 1 Functional support</u> will be provided by a separate contract known as the Federal Service Desk (FSD). All Help Desk calls will initially go to FSD. If the problem cannot be resolved by an FSD agent at <u>SAM or FPDS-NG Help Desk Tier 1 or Tier 2 Functional level</u> because technical expertise is required for resolution, then the problem, if determined appropriate for the <u>SAM and FPDS-NG Contractor</u>, will be routed to the <u>SAM Tier 2 Technical or FPDS-NG Tier 2 functional and technical</u>. The Government's vision of the SAM Contractor's capability to handle these issues is more addressed as 'maintenance' of the application and/or agents handling requests that need to be addressed by specialists (e.g. Software problems). It is envisioned that certain calls elevated to the SAM Tier 2 Technical will be categorized as SPR or Change Requests (CR). The SAM Contractor will assess and package documentation/requirements for SPRs for delivery to a Software Developer (independent of the SAM) for performance of the work. CRs will be handled by the SAM Contractor.</p>
1.6.8.1	<u>SAM and FPDS-NG Help Desk Tier 2 Technical Process, Procedures, and share known errors with the FSD</u>
1.6.8.1.1	In order to provide <u>SAM and FPDS-NG Tier 2 Technical service desk support and FPDS-NG Tier 2 Functional service desk support</u> for the IAE Integrated Services Enterprise Architecture, the Contractor shall prepare and submit to the PMO for approval Help Desk and Data Management Services SOPs, that include service level agreements (SLAs) and performance measures for <u>SAM and FPDS-NG Tier 2 Technical and FPDS-NG Tier 2 Functional</u> (SPRs and CRs).
1.6.8.1.2	Support the IAE PMO in drafting procedures and coordination for the escalation of <u>FPDS-NG Help Desk Tier 1 and SAM Help Desk Tier 1 and Tier 2 Functional support</u> (performed under a separate contract) to the SAM Contractor's Tier 2 Technical support <u>and FPDS-NG Tier 2 Technical and Functional support</u> . FSD will be utilizing "ServiceNow" communications with other sites that have different CRM tools (tracking systems for help desk calls) and can be interoperable via emails.
1.6.8.1.3	Provide 24 hour extended helpdesk support services at the end of each fiscal year. The 24 hour service is to start at the end of the normal business day on September 29th and be performed



		through the 30th, stopping at the start of the next normal day's coverage (Oct 1). If September 29th and/or 30th fall on a weekend, the extended support begins Close of Business (COB) Friday and runs until normal help desk support on Monday AM.
	1.6.8.1.4	Assist PMO in assigning the appropriate priority, emphasis to address help desk tickets that are preventing the completion of entering Contract Action Reports (CARs) successfully.
1.6.8.2	User Resolution	
	1.6.8.2.1	Support IAE PMO in documenting closure procedures with the Help Desk Tier 1 on tickets that originated with the Tier 1 support.
	1.6.8.2.2	All unresolved issues that reach the age of 5 business days and every 5 business days after that (if the issue is still outstanding) the help desk ticket will be updated and the status on the issue sent to the person who reported the issue.
	1.6.8.2.3	Review processes and identify continuous improvement recommendations for customer service and satisfaction, making sure to work with the FSD contractor to identify customer issues\satisfaction.
	1.6.8.2.4	<p>Use help desk tracking system to track all incoming requests to resolution and to report output to management. The tracking system shall:</p> <ul style="list-style-type: none"> <li>Assign a ticket number to the request for the life cycle of the request, maintaining and retrieving a complete history of the request, and have the capability to track changes in request life cycle with the FSD Ticket number</li> <li>Identify the requestor (customer) and his/her contact information (name, phone contract, email address, location), description of the request, system(s) impacted, the status of the request (such as in progress, overdue, etc.), the priority (such as high, medium, low), which agent the ticket was assigned to, the subject of the request, type of request, the received date and time of the request, the elapsed time of the request, response date and time, close date and time, open calls, closed calls, calls waiting for first response, applicable SLA (such as response time), SLA violations, Tier 2 Technical resolution date and time, time and solution, and whatever notations the assigned party needs to make about the request.</li> <li>Monitor self adherence to service level agreements (SLAs), and generate alerts for requests exceeding service level agreements.</li> </ul>
	1.6.8.2.5	Provide capability for the IAE PMO to receive on demand all help desk Tier 2 Technical data for a specified date range in a file format suitable for internal analysis and reporting via Microsoft Office products.
	1.6.8.2.6	Cross reference all Help Desk tickets to SPR or CRs when applicable.
	1.6.8.2.7	Establish the ability to collect help desk service feedback (positive and negative) from the user community about the help desk support. The unedited feedback shall be made available to the Government PMO via the project website.
	1.6.8.2.8	Resolve and report back to the Federal Service Desk tracking system," tickets escalated from <u>SAM</u> Tier 1 or Tier 2 Functional

		<p>and FPDS NG Tier 1. Unresolved issues may be escalated from the Federal Service Desk to the SAM Contractor when it is unclear to the FSD Customer Service Representatives, after investigating the issue with the user and consulting FSD FAQs and a known error database, whether the user is experiencing a software or data technical problem or whether the issue requires a system design and business process insight. The SAM and FPDS-NG Contractor is to determine whether a technical software problem exists or whether a non-technical business process problem exists which requires resolution. Resolutions shall be reported back to the FSD including any analysis if the SAM and FPDS Contractor determines that the SAM Tier 1 or Tier 2 Functional and FPDS-NG Tier 1 call has been incorrectly escalated.</p>
1.6.8.3	Help Desk Tier 2 Technical Performance Reporting – provide monthly reporting in accordance with Help Desk Tier 2 Technical and Data Management SOP	
1.6.8.3.1	<p>The QCP shall identify, as a minimum, the SLAs metrics, and when and how they shall be measured ensuring coordination with the FSD. The Government realizes that the IAE/OCAO environment is dynamic, and SLAs may need to be revised periodically throughout the contract period of performance. The Government reserves the right to adjust or suspend the SLA performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the contract performance period. Any adjustment, suspension, and/or addition shall be in collaboration with the Contractor and with sufficient notice for change management.</p> <p>The following are examples of criteria that may indicate the need for an adjustment or suspension of performance standards:</p> <ul style="list-style-type: none"> <li>• A start-up event (to all Contractor a period of time to ramp up to meet the Government's criteria for performance excellence);</li> <li>• A change of events in the Government environment (to allow a period of time for Contractor to adjust to the change);</li> <li>• Baselines and thresholds appear either unattainable or trivially easy;</li> <li>• A need for the Government to cap staffing levels for budgetary purposes; and</li> <li>• High contracting volumes anticipated at the end of the federal fiscal year, major version changes to a system, and for immediate disaster relief operations.</li> </ul>	
1.6.8.3.2	As possible through the FSD reporting tool, provide help desk reporting capability allowing users to filter and sort data elements (i.e. listed above) to include summary, detail level, trend analysis and statistical reporting charts.	
1.6.8.3.3	Provide Severity Reporting – Measure and report monthly total issues by severity for all months; chart graphically trend analysis for last six months.	
1.6.8.3.4	Provide Issue Type Reporting – Measure and report monthly total issues by issue type for all months; chart graphically trend analysis for last six months.	
1.6.8.3.5	Provide Type Reporting – Measure and report monthly total issues by issue status and issue type for all months; chart	

	graphically trend analysis for last six months.
1.6.8.3.6	Provide Call Volume and Email Reporting – Measure and report monthly total call and email volume for all months; chart graphically trend analysis for last six months.
1.6.8.3.7	Provide User Statistics Reporting – Measure and report monthly total count of new users and logins; chart graphically trend analysis for last six months.
1.6.8.3.8	Provide Help Desk Ticket Age Reporting – Measure and report monthly average Help Desk Ticket Age for the last six months
1.6.8.3.9	Provide Unresolved / Open Issue Reporting – Measure and report monthly number of issues created and the number of unresolved issues; chart graphically trend analysis for last twelve months.
1.6.8.3.10	Provide Tier Response Reporting – Measure and report monthly average response times for <u>SAM Tier 2 Technical and FPDS-NG Tier 2 Functional and Technical</u> ; chart graphically trend analysis for last six months.
1.6.8.3.11	Provide Data Management Requests by Issue Type Reporting – Measure and report monthly total Data Management Fixes by Issue Type, including Cumulative Percent.
1.6.8.3.12	Provide Data Management Requests by Priority and Impact Reporting – Measure and report monthly total Data Management Fixes by Priority and Impact.
	<del>FPDS Help Desk (Tier 2 Technical &amp; Functional)</del>
	<del>USASpending Help Desk Technical &amp; Functional</del>
1.6.9	Deployment
1.6.9.1	Receive software change package from Software Developer and implement into test/acceptance and production.
1.6.9.2	Establish and document plan(s) for deployment to include task coordination and schedule, roles and responsibilities, and criteria for measuring success of the deployment.
1.6.9.3	Analyze the aggregation of inputs available at this stage (e.g., test results, maintenance reports, exit criteria from System Development and Demonstration, Capability Production Document, Systems Engineering Plan, Test and Evaluation Master Plan, as well as associated support and maintenance concepts) to identify any known deficiencies.
1.6.9.4	Participate as a key player in an Operational Test Readiness Review (OTRR) to ensure, that upon Government approval, the “production configuration” system can proceed into Initial Operational Test and Evaluation (OTE) with a high probability of successfully completing the operational testing. Produce report documenting the results of the OTTR.
1.6.9.5	Perform Physical Configuration Audit to verify that the related design documentation matches the item as specified, and to assist the PMO in <del>define</del> defining the starting point for controlling the detail design of the item and establishing a baseline. Produce documentation of the results of the Physical Configuration Audit.
<b>1.7</b>	<b>Security</b>
	All security tasks shall apply to the Transition, Migration, Software/Hardware change package, and Operations and Maintenance tasks in accordance with established policy, processes and procedures. Contracted personnel shall be able to meet the requirements of a favorable

minimum background investigation. The Contractor shall provide the Government documentation as required in order to meet this requirement.	
<b>1.7.1</b>	<b>Security Controls</b>
1.7.1.1	Implement all security controls on this system/application In accordance With (IAW) National Institute of Standards and Technology (NIST) SP 800-53 R2 for a moderate impact system (specific settings/requirements are further defined in Chief Information Officer (CIO) IT Security 06-30 (Managing Enterprise Risk) Appendix B and GSA IT Security Policy 2100.1. These security controls shall be documented in a security plan IAW NIST SP 800-18 R2. All systems/applications shall be securely configured IAW GSA IT Security Policy 2100.1 and associated hardening guides.
<b>1.7.2</b>	<b>Background Checks</b>
1.7.2.1	<u>Perform background checks and other forms of screening to provide personnel qualified to obtain appropriate clearances. At a minimum these checks shall be consistent with HPSD 12 requirements stated in GSA's "Standard Operating Procedure for GSA HSPD-12 Personnel Security Process" Risk Level "MODERATE." GSA's guidance states: Contract employees must have a Minimum Background Investigations (MBI). The following preliminary checks are required for EOD Determination: Favorable Review of Forms SF85P, FD258 and the "Contractor Information Worksheet, and Favorable FBI Fingerprint, CIS and Law Enforcement Checks. Subject to the requirements of GSA's "Standard Operating Procedure for GSA HSPD-12 Personnel Security Process", A Preliminary Employment Suitability decision letter will allow the Contract employees to commence work before the required background investigation is completed. The preliminary suitability letter does not substitute for the required background investigation contractor requirements. The suitability decision will still be determined upon receipt of the OPM background investigation case.</u>
<b>1.8</b>	<b>Contingency Planning</b>
Ensure contingency plan is tested and updated annually IAW CIO IT Security 6-29	
1.8.1	Securely configure and maintain all IAE systems/applications IAW GSA IT Security Policy 2100.1 and associated hardening guides.
<b>1.9</b>	<b>Certification and Accreditation</b>
1.9.1	GSA employees (or GSA designated third party contractors) will conduct certification and accreditation (C&A) activities and quarterly continuous monitoring activities to include control reviews IAW NIST 800-53 and CIO IT Security 06-30 including vulnerability scanning, web application scanning, application scanning, and database scanning of applicable systems that support the processing, transportation, storage, or security of GSA information. This includes the general support system infrastructure. The contractor is responsible for mitigating all security risks the government or GSA designated third party contractors find during these C&A and continuous monitoring activities. All high risk vulnerabilities must be mitigated within 30 calendar days and all moderate risk vulnerabilities must be mitigated within 90 calendar days. Risk rating of vulnerabilities will be determined by the government.
1.9.1.1	Support the IAE PMO in documenting in an IT Security Program Management Implementation Plan the security responsibilities between the Contractor and the Government, the milestones, and the measures of progress in accordance with the guidance document: Attachment SA-11 – GSA IT Security Procedural Guide: FY2008 IT Security Program Management Implementation Plan CIO-IT Security-08-39. Deliver at a planned date prior to SAM Operations and in accordance with security policy, processes and procedures. Produce annually by Fiscal Year IAW

	with security policies.
1.9.1.2	Obtain valid certification and accreditation (signed off by the Federal Government) for system/application before going into operation and processing GSA information. The failure to obtain and maintain a valid certification and accreditation will be grounds for termination of the contract. The system must have a new C&A conducted (and signed off on by the Federal government) every 3 years or when the system/application has undergone significant security changes. All NIST 800-53 controls must be tested/assessed no longer than every 3 years.
1.9.1.3	Detailed information of the C&A guidelines including server hardening guidelines are available from the Contracting Officer upon request after signing a non-disclosure statement. The contractor shall be required to develop SDLC documentation to support the smooth operations of the system. This documentation will be used to support the C&A process.
1.9.1.4	NIST 800-53 technical controls will be scanned quarterly and any weaknesses or vulnerabilities discovered during the scans must be mitigated as required.
1.9.2	Configuration Management Compliance
1.9.2.1	<p>Ensure that <u>the SAM, FPDS-NG and USASpending</u> Configuration Management plans, policies and procedures for configuration management of the system(s) conform to all the provisions of Configuration Management, CIO-IT Security-01-05, including:</p> <ul style="list-style-type: none"> <li>• Identification of all system components comprising the system</li> <li>• Change control and documentation of system versions, components, revisions, and upgrades</li> <li>• Auditing to ensure that functional requirements are met and the system is up to proper operating performance</li> <li>• Classification of changes as maintenance or emergency</li> <li>• Identify personnel to make changes</li> <li>• Schedule changes and upgrades to new versions</li> <li>• Analyze and test how changes will affect security</li> <li>• Maintain data and hardware</li> <li>• Participate in a Change Control Board</li> <li>• Prepare Engineering Change Proposals for pending changes</li> </ul>
1.9.3	Security Administration
1.9.3.1	Assist PMO in documenting system specific processes and procedures related to integrated services enterprise architecture security administration.
1.9.3.2	Assist in administrative process of user access as required by the PMO.
1.9.3.3	Maintain historical records of security administration.
<b>1.10 Phase-Out</b>	
1.10.1	Provide a Phase-out plan to be deployed at the end of the period of performance. The plan shall include as a minimum addressing all the issues stated in the Phase- in Transition Plan to include standard reports and associated documentation, outstanding maintenance requests/enhancements/issues, <u>Government</u> standard operating procedures, deliverables, personnel ramp down, hand-off with new service provider(s), and service level agreements.
1.10.2	Provide system documentation and project artifacts contained as part of the production baseline and any unfinished items intended for completion and eventual addition to the baseline.
1.10.3	Provide all system configuration items that are part of the production baseline and unfinished items intended for completion and eventual addition to the baseline. The final delivery must be the current production version accompanied with the same version, source and executable code and all necessary compilation/generation

instructions and comments.	
1.10.4	<u>Ensure that all AOCS, FPDS-NG and USASpending responsibilities are successfully transferred to any follow-on AOCS-provider.</u>
1.10.5	Provide status reporting pertaining phase-out activities that identifies the status of tasks in progress, completed tasks and accomplishments, upcoming tasks, and issues and concerns.
1.10.6	<del>Incumbent will provide all documents and data necessary for the successor to operate the system. Documents will include, but are not limited to, raw source code, executable source code, application source code, database source code, reference material and sources, all systems documentation (data, database transfer, data files, hardware &amp; software (license rights and version), libraries and reference files, FAQs, handbooks, manuals, website content, web services, archive generation, ERD, information used to generate and about XML and knowledge transfer/shadowing, and parallel operations.</del>
<b>1.11 Transition Applications</b>	
1.11.1	Transition of the FBO and eSRS/FSRS under SAM (see system performance metrics in 1.2.2)
1.11.2	Transition of WDOL under SAM (see system performance metrics in 1.2.2)
<b>1.12 Optional Transition Applications</b>	
1.12.1	Transition of Past Performance Reporting under SAM
1.12.1.1	PPIRS Service Levels
1.12.1.2	99.0 percent System Availability
1.12.1.3	Support a minimum Number of users each month: (PPIRS-RC) – Government Users: 7500, Contractors: 1,093,408, (PPIRS-SR) – Government Users: 530, Contractors: 1,093,408 (PPIRS-SR): NOTE: The Number of Users and Hits will Increase Significantly with Deployment of the Application Across DOD)  Support a minimum number of Hits/Monthly: (PPIRS-RC) – 11,000 , (PPIRS-SR) – 2,100 NOTE: PPIRS Access will Realized Additional Users/Hits with Development and Deployment of FAIRS (Federal Acquisition Information Retrieval System)
1.12.1.4	Support a minimum number of Active Records in System: (PPIRS-RC) – 9,964, (PPIRS-SR) – 4,817,467 NOTE: (Number of Records Represents 3 Years of Data)
1.12.2	Transition of CFDA under SAM
1.12.2.1	CFDA Service levels
1.12.2.1.1	Support 800+ registered concurrent users
1.12.2.1.2	Store 2000+ total program descriptions per year
1.12.2.1.3	Process 4 Million+ web site hits per month; Process each real-time data input transaction within two seconds
1.12.2.1.4	Return on-line standard reports within 10 seconds, exclusive of network transit time;
1.12.2.1.5	Not exceed 8 hours per 12-month period system down time (approximately 99.9% system availability), exclusive of scheduled down time;
1.12.2.1.6	Not permit ad-hoc queries and reports that would run longer than 10 minutes;

1.12.2.1.7	Allow for system expansion and new technology insertion; and
1.12.2.1.8	Provide systems architecture that features low life cycle support costs
1.12.2.1.9	Prevent data loss (e.g., a backup and recovery system, mirrored systems);
1.12.2.1.10	Return on-line searches within 10 seconds, exclusive of network transit time;
1.12.3	Deleted
<b>1.13 Optional Migration Applications</b>	
1.13.1	Migration of FBO and eSRS/FSRS into IAE Integrated Services Enterprise Architecture
1.13.2	Migration of WDOL into IAE Integrated Services Enterprise Architecture
<b>1.14 Optional Migration Applications</b>	
1.14.1	Migration of Past Performance Reporting into IAE Integrated Services Enterprise Architecture
1.14.2	Migration of CFDA IAE Integrated Services Enterprise Architecture
<b><u>1.14.2.1 USASPENDING CONTINUITY OF SERVICE</u></b>	
1.14.2.1.1	<u>Continuity of service across all sites is of critical concern. For the purposes of the government, a site will be considered 'down' if it is inaccessible or cannot be logged into, regardless of whether it is considered technically 'available' or 'up'. Additionally, the Contractor shall notify the government when any user to the site (including the Contractor) have experienced sustained inaccessibility and provide timely rationale / status. The Contractor shall proactively identify potential improvements to systems functionality, monitoring, responsiveness, and user interface that may improve key stakeholder experiences.</u>
1.14.2.1.2	<u>The Contractor shall provide support a Cold COOP that resides on GFE for all systems. The COOP shall meet NIST standards and will include the following:</u>
1.14.2.1.2.1	<u>96 hour recovery time objective</u>
1.14.2.1.2.2	<u>Recovery capacity equal to 50 percent of the application's production environment</u>
1.14.2.1.2.3	<u>Application and supporting environment shall be current within 30 calendar days</u>
1.14.2.1.2.4	<u>Certification of FISMA compliance for moderate level IT systems</u>
1.14.2.1.2.5	<u>Facility shall be no closer than 350 miles from the primary production hosting facility</u>
1.14.2.1.2.6	<u>Daily database backups between the productions and disaster recovery site.</u>
1.14.2.1.2.7	<u>The Contractor shall also provide a disaster recovery plan that addresses the following information, but is not limited to:</u>
1.14.2.1.2.8	<u>Contingency Plan</u>
1.14.2.1.2.9	<u>Communications Plan</u>
1.14.2.1.2.10	<u>Risk Management Plan</u>

<u>1.14.2.2 USASpending IT Service Continuity and Disaster Recovery</u>	
<u>1.14.2.2.1</u>	<u>The contractor shall provide IT Service Continuity and Disaster Recovery Services for USASpending and associated infrastructure (e.g., servers, network, data, and output devices). USASpending shall receive Disaster Recovery Services according to an analysis of GSA USASPENDING business impact. The contractor shall demonstrate that it will consistently meet or exceed GSA IAE IT Service Continuity and Disaster Recovery Services requirements. The contractor's responsibilities include, but are not limited to the following:</u>
<u>1.14.2.2.1.1</u>	<u>Recommend best practices for IT Service Continuity and Disaster Recovery Services strategies, policies and procedures;</u>
<u>1.14.2.2.1.2</u>	<u>Assist IAE PMO in documenting IT Service Continuity and Disaster Recovery Services procedures that adhere to GSA USASpending requirements and policies;</u>
<u>1.14.2.2.1.3</u>	<u>Assist GSA USASpending in other IT continuity and emergency management activities (e.g., semi-annual Disaster Recovery drills);</u>
<u>1.14.2.2.1.4</u>	<u>Develop and maintain a detailed Disaster Recovery Plan to meet IT Service Continuity and Disaster Recovery requirements. The Disaster Recovery Plan shall include plans for data, backups, storage management and contingency operations that provide for recovering USASpending within established recovery requirement time frames after a disaster affects GSA USASpending's use of the Services;</u>
<u>1.14.2.2.1.5</u>	<u>Establish processes to ensure Disaster Recovery plans are kept up to date and reflect Changes in GSA USASpending environment;</u>
<u>1.14.2.2.1.6</u>	<u>Develop action plan to address Disaster Recovery testing results;</u>
<u>1.14.2.2.1.7</u>	<u>Implement action plan and provide ongoing status until completion;</u>
<u>1.14.2.2.1.8</u>	<u>Initiate the Disaster Recovery plan in the event of a contractor Disaster Recovery situation and notify GSA USASpending per Disaster Recovery policies and procedures</u>
<u>1.14.2.2.1.9</u>	<u>Provide USASpending Back-up and Recovery – back-up and recovery capabilities according to GSA IAE schedules and requirements. The contractor shall demonstrate that they will consistently meet or exceed the GSA IAE ongoing back-up and recovery requirements.</u>
<u>1.14.2.2.1.10</u>	<u>The contractor shall provide the following backup support services:</u>
<u>1.14.2.2.1.11</u>	<u>All backup capabilities, including management of the backup software, administration and support, and management of the dedicated backup servers;</u>
<u>1.14.2.2.1.12</u>	<u>Monthly full backups, weekly full backups and</u>



	<u>daily incremental backups of the files and directories as specified by GSA IAE;</u>
<u>1.14.2.2.1.13</u>	<u>Restoration of an individual file or folder upon request as outlined in the Service Level Requirements (SLR);</u>
<u>1.14.2.2.1.14</u>	<u>Backup on media appropriate for long-term off-site storage;</u>
<u>1.14.2.2.1.15</u>	<u>Backup of virtual machine files;</u>
<u>1.14.2.2.1.16</u>	<u>Administration, maintenance, and testing of all virtual machine and system backups in accordance with GSA standards;</u>
<u>1.14.2.2.1.17</u>	<u>Annual permanent backups will be retained with the first full backup serving as the first annual backup and the anniversary date for permanent backups;</u>
<u>1.14.2.2.1.18</u>	<u>Maintenance of logs of scheduled and ad hoc data backup and restore requests (providing such log reports as requested by GSA IAE). The log report shall, at a minimum, show job date/time, target systems, success/failure status, time to complete and total size of data;</u>
<u>1.14.2.2.1.19</u>	<u>Recommend best practices for Backup and Recovery Services strategies, policies and procedures;</u>
<u>1.14.2.2.1.20</u>	<u>Develop, document and maintain in the Standards and Procedures Manual, Backup and Recovery schedules and procedures that adhere to GSA IAE requirements and policies;</u>
<u>1.14.2.2.1.21</u>	<u>Manage backup media inventory (tape, disk, optical and other media type), including the ordering and distribution of media;</u>
<u>1.14.2.2.1.22</u>	<u>Perform Hosting Services component backups and associated rotation of media; Archive data media at a secure off-site location;</u>
<u>1.14.2.2.1.23</u>	<u>Ensure ongoing capability to recover archived data from media as specified (backward compatibility of newer backup equipment);</u>
<u>1.14.2.2.1.24</u>	<u>Test backup media to ensure incremental and full recovery of data is possible and ensure Hosting Services component integrity, as required or requested by GSA IAE; and</u>
<u>1.14.2.2.1.25</u>	<u>Recover files, file system or other data required from backup media, as required or requested by GSA IAE;</u>
<u>1.14.2.2.1.26</u>	<u>Maintain back-up and recovery data/system in a location at a minimum of 350 miles from the primary hosting site;</u>
<u>1.14.2.2.1.27</u>	<u>Recover system within 96 hours of a catastrophe</u>
<b><u>Optional Tasks</u></b>	

<b><u>1.15 USASpending Help Desk Support</u></b>
<u>1.15.1 Tier 0/Tier 1/Tier 2-Functional Help Desk Support. Current support is email only and volume is 30-60 emails per month.</u>
<u>1.15.1.1 The contractor shall provide the capability for help desk support for the government and the general public.</u>
<u>1.15.1.1.1 The contractor shall provide email and phone support for USASpending.gov. The contractor shall respond to any questions, technical or otherwise, regarding website usage, technical issues or other related FAQs, etc. by using JIRA or a similar issue tracking management system. Issues are to be resolved within 3 business days unless they require additional time to complete. For any questions which have not been previously resolved or require additional input from the PM/COTR or other agencies, the contractor is to assign the issue to the PM/COTR. The issue tracking system should have the capability to automatically inform the PM/COTR when issues have been assigned to them for follow-up purposes. The contractor shall be responsible for assuring that all tickets resolved.</u>
<u><del>The estimated phone call volume is 25 calls per month and the estimated volume for email is 20-30 per month.</del></u>
<u>1.15.1.1.2 Help desk support shall meet the following performance metrics:</u>
<u>1.15.1.1.3 Provide initial response to all user helpdesk requests within 4 working hours during helpdesk hours; for requests received outside of helpdesk hours, provide initial response within 4 working hours after the start of normal helpdesk hours.</u>
<u>1.15.1.1.4 The contractor shall provide the following incident management services:</u> <ul style="list-style-type: none"> <li><u>o Incident detection and recording</u></li> <li><u>o Incident classification and initial support;</u></li> <li><u>o Incident investigation and diagnosis;</u></li> <li><u>o Incident escalation</u></li> <li><u>o Incident resolution and recovery</u></li> <li><u>o Incident closure</u></li> <li><u>o Incident ownership, monitoring, tracking, and communication</u></li> </ul>
<u>1.15.1.1.5 Help Desk support includes the following:</u> <ul style="list-style-type: none"> <li><u>o Email and Phone Support for Tiers 1, 2 ad 3, M- F, 8am -8pm EST except Federal Holidays</u></li> <li><u>o Support the estimated volume of email estimated at 30-60 emails per month</u></li> <li><u>o Provide initial response to all user help desk requests within 4 working hours during help desk hours (for requests received outside of the help desk hours, provide initial response within 4 working hours after the start of normal help desk hours.</u></li> <li><u>o During business hours, Help Desk will not be on hold for over 2 minutes without someone answering to let them know what the wait time will be for their call</u></li> <li><u>o Extended support at the end of the Gov't fiscal year</u></li> <li><u>o Resolution of issues within 3 business days unless they require additional time to complete</u></li> <li><u>o Ability to assign/inform the PM/COTR when issues are escalated to them.</u></li> </ul>
<u>1.15.1.1.6 USA Spending shall support the following browsers:</u> <ul style="list-style-type: none"> <li><u>o Microsoft Internet Explorer 8.0+</u></li> <li><u>o Mozilla Firefox 3.61.0 and above</u></li> </ul>

<ul style="list-style-type: none"> <li><del>— Netscape 8.1</del></li> <li><del>o Chrome</del></li> <li><del>o SafariOpera</del></li> </ul>
<p><b><u>Provide Transition Support of the Tier 1 Help Desk to the Federal Service Desk</u></b></p>
<p><u>Transition Support includes:</u></p> <ul style="list-style-type: none"> <li><del>— Training Staff at FSD</del></li> <li><del>— Disengaging the current email/phone systems</del></li> <li><del>— Displaying the FSD contact information on the FPDS-NG home page</del></li> <li><del>— Developing a Transition Plan for transitioning Tier 1 Support to FSD</del></li> <li><del>— Providing help desk processes procedures, FAQs, and escalation business rules</del></li> <li><del>— Identifying and documenting help desk (phone and email) broken out by tiers of service and communication channels</del></li> <li><del>— Providing the current Interactive Voice Response (IVR) and Automated Call Distribution (ACD), and the percentage of the call types for a month</del></li> <li><del>— Providing USASpending application specific training materials and SME expertise to facilitate the training of FSD Customer Service Reps. Training will be a minimum of 40 hours and up to a max of 120 hours.</del></li> <li><del>— Providing the current trunk utilizations for the phone lines for a full month.</del></li> <li><del>— Identifying the USASpending database sizing or web link to the information/documents.</del></li> <li><del>— Coordinating transition activities in accordance with the Transition Plan/Schedule.</del></li> <li><del>— Providing information on telecommunications provider services and tracking system tools used by the Incumbent</del></li> <li><del>— Publishing (as requested) on the USASpending website information, a link, and /or a widget for the FSD.</del></li> <li><del>— Establishing SLAs between FSD and the Incumbent.</del></li> <li><del>— Identifying and document performance reporting metrics that address transition services and tasks</del></li> <li><del>— Proposing a format for delivery of data and software inclusive of any limitations and the Government will have the final determination for the format.</del></li> </ul>
<p><b><u>1.16 Implement the Grants Reporting Module (Optional)</u></b></p>
<p><u>1.16.1 Implementation of the Grants Reporting Module for IAE addressed as optional tasks will be defined at the time the options are exercised.</u></p>
<p><u>1.16.2 Financial assistance prime awards (grants, loans, etc) data is submitted by Federal agencies bimonthly through the Data Submission Validation Tool (DSVT) for display on theUSASpending.gov website. The DSVT processes a batch file defined by the FAADS Plus format that allows for limited data validation resulting in lower data quality. The batch file format also limits timeliness of reporting. The objective of this requirement is for the contractor to provide the capability for agencies to submit their Federal financial assistance awards real time via web services and user interfaces toUSASpending.gov enhancing data quality and timeliness. This grants module will reside on the FPDS-NG platform.</u></p>
<ul style="list-style-type: none"> <li><del>• Provide capability for data input via the following interfaces:</del></li> <li><del>• Web portal</del></li> <li><del>• GUI Services</del></li> </ul>
<p><u>1.16.3 The system shall provide the capability for the following functions:</u></p> <ul style="list-style-type: none"> <li><del>• Create an award</del></li> <li><del>• Update an award</del></li> <li><del>• Validate an award</del></li> <li><del>• Approve an award</del></li> <li><del>• Delete an award</del></li> <li><del>• Correct an award</del></li> <li><del>• Amend an award</del></li> </ul>
<p><u>1.16.4 Access to the grants module shall be limited to the Grants Specialists or the agency grants module administrator who is responsible for assigning agency specific user roles and privileges.</u></p>

<p><u>1.16.5 Status of action boxes shall include:</u></p> <ul style="list-style-type: none"> <li>• <u>Draft</u></li> <li>• <u>Error</u></li> <li>• <u>Final</u></li> </ul>
<p><u>1.16.6 The module shall, at minimum, collect all of the data elements currently collected in the DSVT tool. (See Attachment A.) Validation rules that support the Office of Management and Budget (OMB) guidance for reporting Federal financial assistance awards shall be applied to the maximum extent practicable.</u></p>
<p><u>1.16.7 Provide training, User Manuals, and OnLine Help capability for the grants module, and system documentation to include: Requirements traceability matrix, requirements validation document, preliminary design document, detailed design document, architecture design document (both business and technical architecture), unit and integration test plan, quality assurance plan, test scripts, complete source code used to develop the module (baseline code), and code changes for subsequent releases.</u></p>
<p><u>1.16.8 Provide integration support</u></p> <ul style="list-style-type: none"> <li>• <u>Web based interfaces shall support commonly used browsers, consistent with the requirements of Section 508.</u></li> <li>• <u>Provide integration support to the agencies. Develop and maintain a system certification process.</u></li> <li>• <u>Update and maintain all interfaces to include, but not limited to grants writing systems, daily feeds to USASpending, FSRs, FPDS-NG, and retrieval of data from SAM.</u></li> <li>• <u>Maintain all interface documentation and update as required the interface standard operating procedures for all systems that interface with FPDS-NG. Systems that will interface with the grants reporting module includes but are not limited to SAM, grant writing systems, USASpending.gov, and the Federal Funding Accounting Accountability and Transparency Act (FFATA) Sub-award Reporting System (FSRS)</u></li> </ul>
<ul style="list-style-type: none"> <li>• <u>Performance Metrics</u></li> <li>• <u>Store approximately 15M to 20M transactions annually (by fiscal year)</u></li> <li>• <u>Permanently store all historical data on-line so that it is available to all users. This is about 30 years of procurement data and any related reference data.</u></li> <li>• <u>Process every input transaction from any source within one second allowing for peaks of at least 1000 transactions per second</u></li> <li>• <u>Support over 150,000 registered users</u></li> <li>• <u>Support over 2,000 concurrent users</u></li> <li>• <u>Present data in standard reports within 10 seconds exclusive of network transit time.</u></li> <li>• <u>Present a screen to users within 5 seconds</u></li> <li>• <u>Provide a service level of 99.99 percent (8 hours per 12 month period of downtime) of time network services are available to the users.</u></li> <li>• <u>Fixes determined to be priority 1 (system down, loss of functionality, and security failures) shall be implemented within 72 hours after identification. The 72 hour time frame includes development and government testing prior to deployment into production.</u></li> <li>• <u>Process every real-time data input transaction within one second allowing for peaks of at least 100 transactions per second.</u></li> <li>• <u>For all report types there shall be a minimum allowance of 50,000 on the number of records retrieved</u></li> </ul>
<p><u>1.16.9 Help desk</u></p> <ul style="list-style-type: none"> <li>• <u>Provide and maintain continuous 15 hours per day/5 days per week Tier 1, 2 and 3 help desk support.</u></li> <li>• <u>The Help Desk shall be able to address, as a minimum, a combination of 2,000 calls and e-mails per month.</u></li> <li>• <u>Provide initial response to all user helpdesk requests within 4 working hours during helpdesk hours; for requests received outside of helpdesk hours, provide initial response within 4 working hours after the start of normal helpdesk hours.</u></li> </ul>

- During business hours Help Desk callers will not be on hold for over 2 minutes without someone answering to let them know what the wait time will be for their call.. E-mails will be checked and acknowledged within one hour during business hours
- Provide Tier 2 response to user requesting assistance within 2 working hours of Tier 1 assignment; for requests received outside of help desk hours, provide response within 2 working hours after the start of normal help desk hours. The response will entail resolution assistance or communication regarding escalation.
- Establish the ability to collect grants help desk service feedback from the user community on what is good quality about the help desk support, and what needs to be improved. The unedited feedback should be made available to the FPDS-NGPMO via the collaborative project website on a monthly basis.
- Provide Tier 3 initial response to user requesting assistance within 4 working hours of Tier 1/2 assignment; for requests received outside of help desk hours provide initial response within 4 working hours after the start of normal help desk hours. The response will entail resolution assistance or communication regarding escalation.
- Provide Tier 1 response to user requesting assistance within 1 working hour during help desk hours; for requests received outside of help desk hours, provide response within 1 working hour after the start of normal help desk hours. The response will entail resolution assistance or communication regarding escalation.

#### 1.16.10 Search, Query & Reports

- 1.16.10.1 Provide the capability to search data based upon user search criteria (ad hoc). Each data element shall be searchable. Provide a reporting tool for the creation of standard reports and post the reports for public access. The number and type of standard reports will be determined by the government.

### **2.3 Optional FPDS-NG Software Upgrade for a Supported Environment**

The contractor shall reengineer the existing iLOG & Informatica software to newer and supported solution utilizing Tableau and Operations Decision Manager as proposed 9/19/2014. The contractor shall

Upgrade iLog 4.6 to Operational Decision Management (ODM)

Reengineer Informatica Power Analyzer 5.1 with Tableau

Develop existing 54 FPDS\_NG reports from scratch, to match or offer same level of functionality being offered by FPDS\_NG as of today

Develop all business rules from the older version of the iLog to the new version of OD

Requirements gathering will be done to obtain a full understanding of reports and business rules by 1) conducting sessions with the business owners, 2) and reverse engineering the code

Perform system testing on the modernized solution and will support Government Acceptance Testing (GAT) and User Acceptance Testing (UAT)